

“We each have an emotional bank account. Are you making deposits or withdrawals?”

Anonymous



Essential Services for **Self**

BE KIND TO YOUR MIND

- Unkind relationships are a heavy burden on the mind and on our hearts and so in order to be kind to our minds we have to find ways to bring kindness and understanding into our relationships.
- Positive relationships are built on TRUST. Trust is defined as the firm belief in the reliability, truth, or ability of someone or something.
- Fairness is a primary need for humans. The brain responds positively to perceived fair situations and adversely to perceived unfair treatment.
- *“When the winds of change blow, some people build walls and other people build windmills.”* - Chinese Proverb
- In life it is often better to be flexible than to be stubborn. To be flexible in our perspectives is a powerful tool we can use to be kind to our minds.
- To bring our relationships back to balance means to make a decision to manage ourselves mindfully through uncertainty.

The Emotional Bank Account

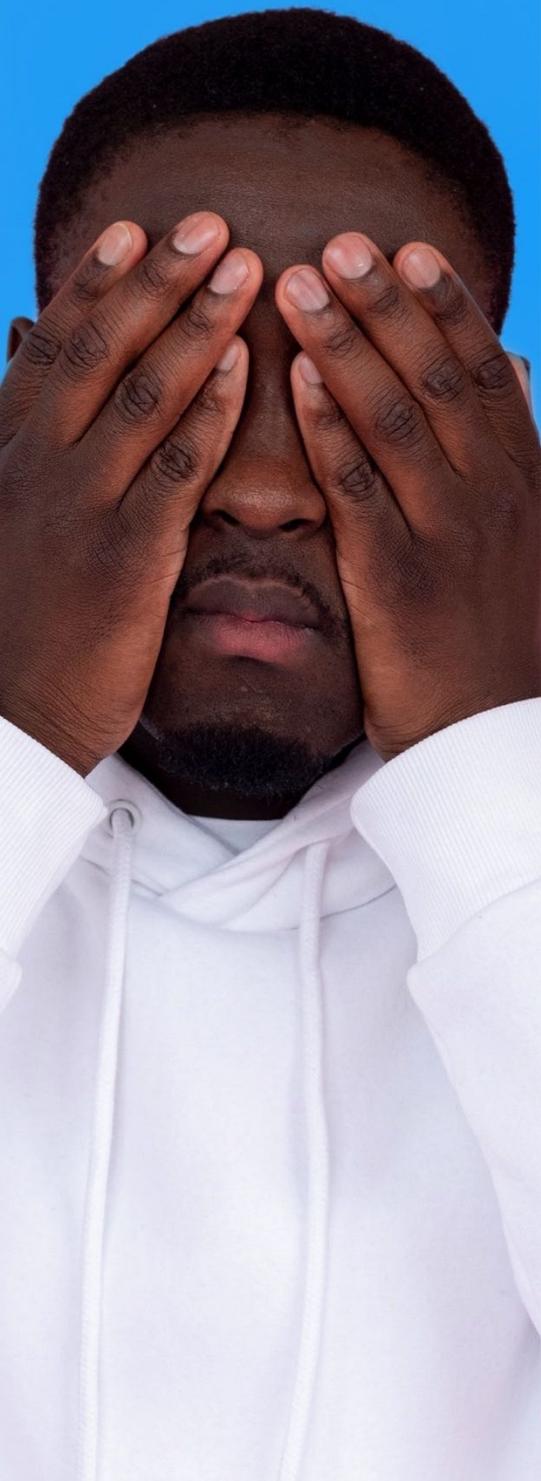
- The Emotional Bank Account is a powerful metaphor created by Steven Covey. It is an account of trust instead of money, based on how safe you feel with another person.
- Making deposits into our emotional bank account is an Essential Service to Self.
- In order to be able to identify our emotional transactions, we have to become aware of our emotional transgressions. Where is it that we are gaining emotional energy and where it is that we are losing emotional energy.

Steven Covey identifies six ways to make deposits and reduce withdrawals:

- 1) **Understanding the Individual** - this means listening intently to what the other person is saying and empathizing with how they may feel.
- 2) **Keeping Commitments** - we build up an emotional reserve by keeping our commitments.
- 3) **Clarifying Expectations** - communicating our expectations can help create a higher level of trust.
- 4) **Attending to the little things** - small acts of kindness build and refuel trust.
- 5) **Showing personal integrity** - when we operate with sound character it makes it so easy for others to trust us.
- 6) **Apologising when we make a withdrawal** - when we have violated a trust, we counteract the damage we have done by sincerely apologising.

***“Attention is the rarest and
purest form of generosity”***

Simone Weil



Practice

Tree of Trust - a reminder of trust and goodness for the moments when we feel emotionally bankrupt.

Reflect on people who have offered you the following during your life:

- Guidance
- Confidence
- Wisdom
- Help
- Protection
- A Sense of Accomplishment