18 EMOTIONAL DEPOSITS
LEADERS CAN IMPLEMENT TO DEVELOP STRONGER TRUST AND RAPPORT!

An emotional bank account is an account of trust based on how your presence makes someone feel.

Show Your Employees You Care & Make Them Feel Fully Seen & Appreciated For Who They Are

01. Take time to say hello and learn something new about the person
02. Smile and use your presence to make people feel less alone
03. Listen to understand instead of trying to be right
04. Show interest by asking follow-up questions
05. Be fully present when communicating (point your feet towards them)
06. Follow-through on what you say you’re going to do
07. Apologize when you need to take accountability for something
08. Forgive them and let go of the energy holding your relationship back
09. Recognize individuals privately and/or publically for what they do right
10. Love people enough to tell them the truth (transparency builds trust)
11. Make a phone call to let someone know how much they mean to you
12. Be open to feedback & thank them when they give it to you
13. Ask employees for their opinion
14. Ask employees if they need help
15. Invite someone to lunch so you can get to know them better
16. Invest in their career development
17. Show interest in their significant other (work is personal)
18. Celebrate personal and professional key milestones

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