



# Trust Bank

Reconcile your trust deposits and withdrawals for key people in your life.

Examples of Deposits	Examples of Withdrawals
<ul style="list-style-type: none"> <li>• Listening and understanding</li> <li>• Keeping a commitment</li> <li>• Under promise, over deliver</li> <li>• Treating others with respect</li> <li>• Positive recognition</li> <li>• Feedback delivered with care</li> <li>• Being human - making others smile</li> <li>• Apologizing</li> <li>• Being genuine</li> <li>• Curiosity</li> <li>• Showing interest</li> <li>• Knowing someone's name or remembering something about them</li> <li>• Remembering a need or something they said</li> </ul>	<ul style="list-style-type: none"> <li>• Not listening/assuming</li> <li>• Breaking a promise/not following through on commitments</li> <li>• Making excuses</li> <li>• Feedback delivered poorly</li> <li>• Underdelivering</li> <li>• Unclear expectations</li> <li>• Making the same mistake again and again</li> <li>• Lying</li> <li>• Not having someone else's back</li> <li>• Talking about people, not to people</li> <li>• Talking behind someone's back</li> </ul>
<p style="text-align: center;"><b>What would you add?</b></p>	<p style="text-align: center;"><b>What would you add?</b></p>

The POC YOUiversity Yearbook has a spot for each month to documents your deposits and withdrawals for specific individuals.

Also refer to the May 17, 2021 Monday Morning Meeting for a discussion with your fellow YOUnies.

Expanded story from the video (accounts payable clerk at Valleyfair) starting on page 51 of ALL CLEAR!