

# TALKING POINTS

by POSITIVE COACHING ALLIANCE

## WEEK FIVE: FILLING EMOTIONAL TANKS (Introduction)

- We have talked before about the need to fill each others' Emotional Tanks so we can perform better.
- People do best when they get about 5 tank-fillers for every criticism. **This 5-to-1 ratio is called the Magic Ratio**, because sometimes we can do things that seem like magic when we get our E-Tank filled a lot.
- Remember that you don't always have to speak to fill someone's E-Tank. A smile, a high-five, a head nod, all these non-verbal signals fill E-Tanks.
- A recent study showed that NBA teams played better when they gave each other a lot of high-fives and fist bumps. **Non-verbal tank-fillers are powerful.**
- This week I'd like us to increase our focus on giving tank-fillers to each other. Let's really look for good things our teammates are doing and let them know we appreciate it.
- Remember, we don't want to say anything that isn't true. Don't just make up something because you want to fill someone's E-Tank. Look for true things that you can recognize or thank people for.
- Let's see if we can get to the Magic Ratio of every player getting at least 5 tank-fillers for every criticism this week.

### Discussion Points

- **What are some actions you can be looking for in your teammates this week that you can recognize or thank them for?**
- **What are some non-verbal ways you can fill teammates' E-Tanks?**

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