



PENNY HOLBURN COACHING

It's about You and Results

How Managers can improve the Self-Esteem of their Staff

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Without strong self-esteem people perform below their potential. People who are passive, insecure, and lacking in confidence do not propose new ideas and suggestions to improve the business. They lack belief in themselves to influence others to the company's way of thinking and are not good agents of change or leaders. On the other hand people who are arrogant and brash are disliked, sometimes feared, and generally avoided. People with high self-esteem, who value themselves and others, and respect themselves and others, are better workers, manage stress and pressure better, are better leaders, are more proactive and solution focused, are better agents for change, and are better influencers.

In today's world, if you are a manager you want your staff to have high self-esteem. They will perform better and you will achieve your department's objectives.



As a manager you are not likely to be able to take actions to produce a dramatic change in the self-esteem of your staff, unless you have specific training to do so. There are however, many things you can do on a daily basis that will help.

1. Encourage your staff to solve their own problems. And empower them to make decisions. Don't step in and rescue people or do everything for them. Let them try out on their own (unless of course the consequences of a mistake could cost the company billions).
2. Give your staff constructive feedback that suggests how they can do things better. Don't use demeaning language and terms and don't keep harping on what they did

wrong. You focus on what went wrong once – to recognize it didn't work and the need to do differently next time. Then you focus plenty of time and effort on how to do the right thing.

3. Encourage your staff to come up with their own ideas. Don't talk about stupid and dumb, talk about ideas in terms of how practical and useful they would be when implemented. Get staff used to feeling they can raise ideas without fear of ridicule.
4. Challenge your staff – within reasonable limits. Give them work that excites, inspires, and stretches their abilities.
5. Recognise and acknowledge your staff for their achievements. Rewards don't have to always be monetary.
6. Encourage staff to believe in and take pride in doing excellent work. Let them see that the quality of the work they do is important.
7. Give staff access to information and the resources they need to do their job well.
8. Encourage and reward staff for learning and growth.

Everything works better when dealing with people with good self-esteem. The more you can work on your own self-esteem, and simultaneously help others to regard themselves with esteem the better the relationships, productivity, creativity, and overall results.