

ESTEEM Framework

The World Bank Africa Gender Innovation Lab and Innovations for Poverty Action collaborated to develop the ESTEEM framework. This framework of 14 SES was designed to: capture skills that may be key to the labor force, based on literature from psychology, management, and economics; tease out gender differences; span the range of SES while mapping to existing framework, with a clear differentiation between interpersonal and intrapersonal skill; and focus on skills that are mutable and exclude attitudes, beliefs, and preferences. Items from these 14 skills are also used to measure generalized self-efficacy.

	Intrapersonal Skills	Interpersonal Skills
Awareness Skills	Emotional Awareness Self Awareness	Listening Empathy
Management Skills	Emotional Regulation Self Control Perseverance Personal Initiative Problem Solving & Decision-Making (PSDM)	Expressiveness Interpersonal Relatedness Influence Negotiation Collaboration

Skill Definitions (page 1 of 3)

Intrapersonal Skills	Definition	Interpersonal Skills	Definition
Emotional Awareness	The ability to identify and accept one's emotions.	Listening	The ability to attend to what other people are saying, taking time to understand other's point of view, ask clarifying questions and not interrupting at inappropriate times.
Self-Awareness	The ability to identify and interpret one's own thoughts and behaviors and to evaluate one's strengths and weakness.	Empathy	The ability to understand another's viewpoint or thoughts and have emotional concern for another's situation or experience.
Emotional Regulation	The ability to maintain or change one's own emotions by controlling one's thoughts and behavioral responses.	Expressiveness	The ability to explain ideas in a way that others will understand and openly express one's opinion.

Skill Definitions (page 2 of 3)

Intrapersonal Skills	Definition	Interpersonal Skills	Definition
Self-Control	The ability to focus one's attention, stay on task, break habits, restrain impulses and keep good self-discipline.	Influence	The ability to communicate in a manner that changes other's perspectives and to adapt one's behavior in situationally appropriate ways to influence others
Problem-Solving/ Decision-Making	The ability to approach a problem by gathering information, generating a number of solutions and evaluating the consequences of these solutions before acting.	Collaboration	The ability to take other's perspective, listen and communicate in groups of two or more people, identify situations involving group problem-solving and decision-making, and organizing and coordinate team members to create shared plans and goals.

Skill Definitions (page 3 of 3)

Intrapersonal Skills	Intrapersonal Skills	Interpersonal Skills	Definition
Perseverance	The ability to sustain effort despite setbacks.	Relatedness	The ability to take actions intended to build trust and benefit others, initiate and maintain relationships and be respectful, encouraging and caring towards others.
Personal Initiative	The ability to develop long-term goals, to seek opportunities to improve one's self and to be motivated to put these plans and goals into action.	Negotiation	The ability to identify one's own and other's interests during a disagreement and to change one's own behaviors, thoughts and feelings as a strategy for resolving interpersonal problems and achieving one's goals.