

URL: <https://stvp.stanford.edu/blog/videos/confidence-vs-arrogance>

There is a fine line between confidence and arrogance, says Estrin. You have to have confidence in order to take risks, she notes. After successes, it is important to make sure the confidence does not change to arrogance. Arrogance indicates that you are not listening to customers, employees and the market. Beware the fine line, she warns.



Transcript

Finally, just a hodgepodge of other things.. It's really a fine line between confidence and arrogance.. And we see this a lot in companies where you have to have confidence.. You have to have ego or you can't do this.. Because too many people are knocking you down.. And if you don't have confidence, you're not going to keep going.. But at some point you have success and that confidence turns into arrogance.. And that's where it really gets dangerous.. Because if it turns into arrogance, you're not listening to the customer.. You're not listening to your employees..

And you're not looking at your competitors honestly.. So it's a fine line and you have to stay on the good side of that which is confidence not arrogance...