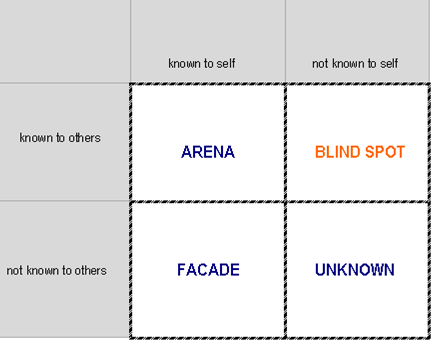
**JOHARI WINDOW**

(http://en.wikipedia.org/wiki/Johari\_window)



**FEEDBACK GIVING & ACCEPTING**

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| --- | --- |
| **FEEDBACK GIVING**  **• GIVEN ON REQUEST**  Feedback is effective when it is given on request. Both ends should agree with feedback giving.  **• THE RIGHT TIME AND PLACE**  Feedback giving needs at least basic privacy and adequate time – it should never be given in a hurry.  **• DESCRIPTION NOT EVALUATION**  Feedback describes what a person has done or said, it does not evaluate if it is right or wrong.  **• BE CONCRFETE, NOT GENERAL**  Concrete observed situation should be described, feedback does not generalise form the particular situation.  **• CONSEQUENCES**  Feedback summaries all reactions of the people involved and/or consequences of a person’s behaviour in the given situation.  **• BALANCE**  Positives and negatives should be in balance. | **FEEDBACK ACCEPTING**  **• LISTEN ACTIVELY**  It is important to listen carefully and remember (even take notes) the information.  **• MAKE SURE YOU UNDERSTAND**  Open questions or asking for more examples can help you to clarify unclear and vague information.    **• DO NOT DEFEND YOURSELF**  There is no need to explain why you have done certain thing the way you have.  **• TAKE TIME FOR EVALUATION**  It is important to take enough time to think about the information and analyse critically which areas are to be changed and why.  **• SAY “THANK YOU”**  Honest and well-given feedback is a useful gift that deserves acknowledgement, even if negatives prevailed. |