**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.  |