

JOHARI WINDOW

(http://en.wikipedia.org/wiki/Johari_window)

	known to self	not known to self
known to others	ARENA	BLIND SPOT
not known to others	FACADE	UNKNOWN



Masaryk University, Language Centre

Žerotínovo nám. 617/9, 601 77 Brno, Czech Republic, Location: Komenského nám. 220/2, 602 00 Brno T: +420 549 49 6447, E: cjv@rect.muni.cz, www.cjv.muni.cz Bank account: KB Brno, Ref. No.: 85636621/0100, ID: 00216224, Tax ID: CZ00216224

FEEDBACK GIVING & ACCEPTING

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



Masaryk University, Language Centre

Žerotínovo nám. 617/9, 601 77 Brno, Czech Republic, Location: Komenského nám. 220/2, 602 00 Brno T: +420 549 49 6447, E: cjv@rect.muni.cz, www.cjv.muni.cz Bank account: KB Brno, Ref. No.: 85636621/0100, ID: 00216224, Tax ID: CZ00216224