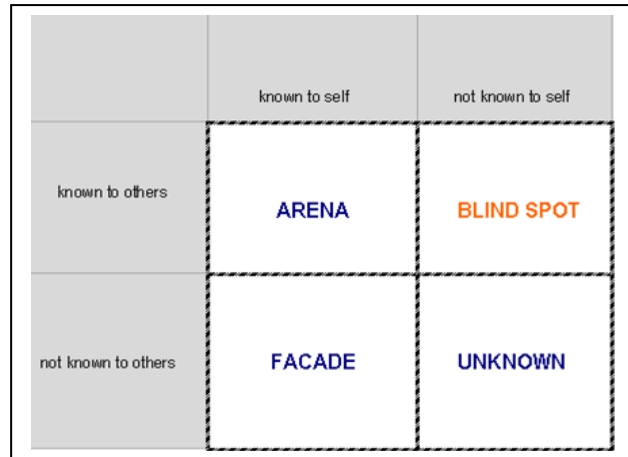


FEEDBACK

1. JOHARI WINDOW



2. FEEDBACK GIVING & ACCEPTING

<p>FEEDBACK GIVING</p> <ul style="list-style-type: none"> ● 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. 	<p>FEEDBACK ACCEPTING</p> <ul style="list-style-type: none"> ● 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.
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