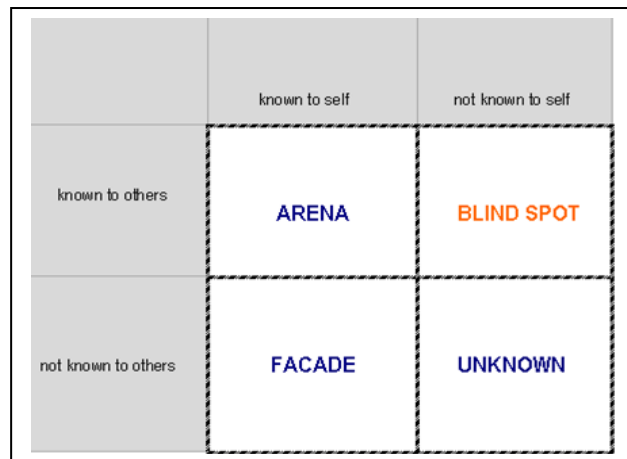


JOHARI WINDOW

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



FEEDBACK GIVING & ACCEPTING

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.

