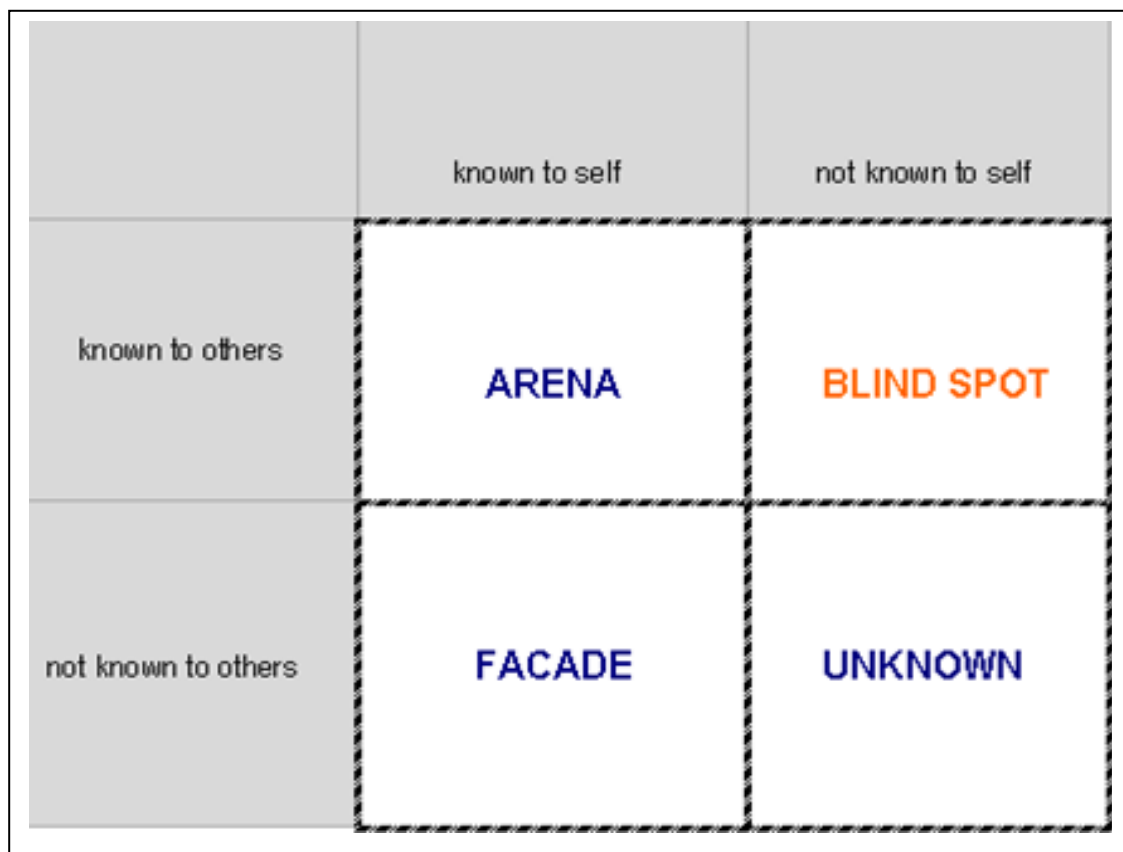




JOHARI WINDOW

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



FEEDBACK GIVING & ACCEPTING

FEEDBACK GIVING	FEEDBACK ACCEPTING
<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.	<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.