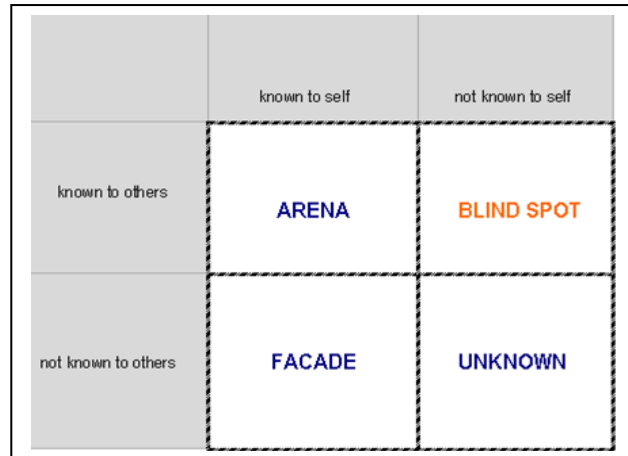


JOHARI WINDOW

(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.