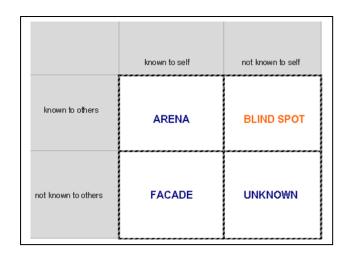
### **JOHARI WINDOW**

(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.