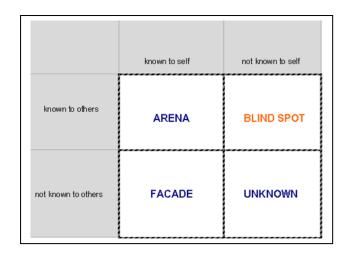
JOHARI WINDOW

(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.