

Purpose

Helps you to gain an understanding and appreciation of how effective feedback and self-disclosure can improve communication skills.

Core Theory of Success



Open Area - What is known by the person about him/herself and is also known by others

Blind Area - what is unknown by the person about him/herself but which others know

Hidden Area - what the person knows about him/herself that others do not know

Unknown Area - what is unknown by the person about him/herself and is also unknown by others

What is Johari Window?

1. Named after the first names of its inventors – **J**oseph Luft & **H**arry Ingham
2. Communication window relating to giving and receiving information
3. A useful model describing the process of human interaction

Self-Description Defined

- Self-description involves disclosure of nonthreatening information
 - age
 - favorite food
 - where you went to school
- Information that can usually be acquired in some other way
- Differs from self-disclosure

Total Person Insight

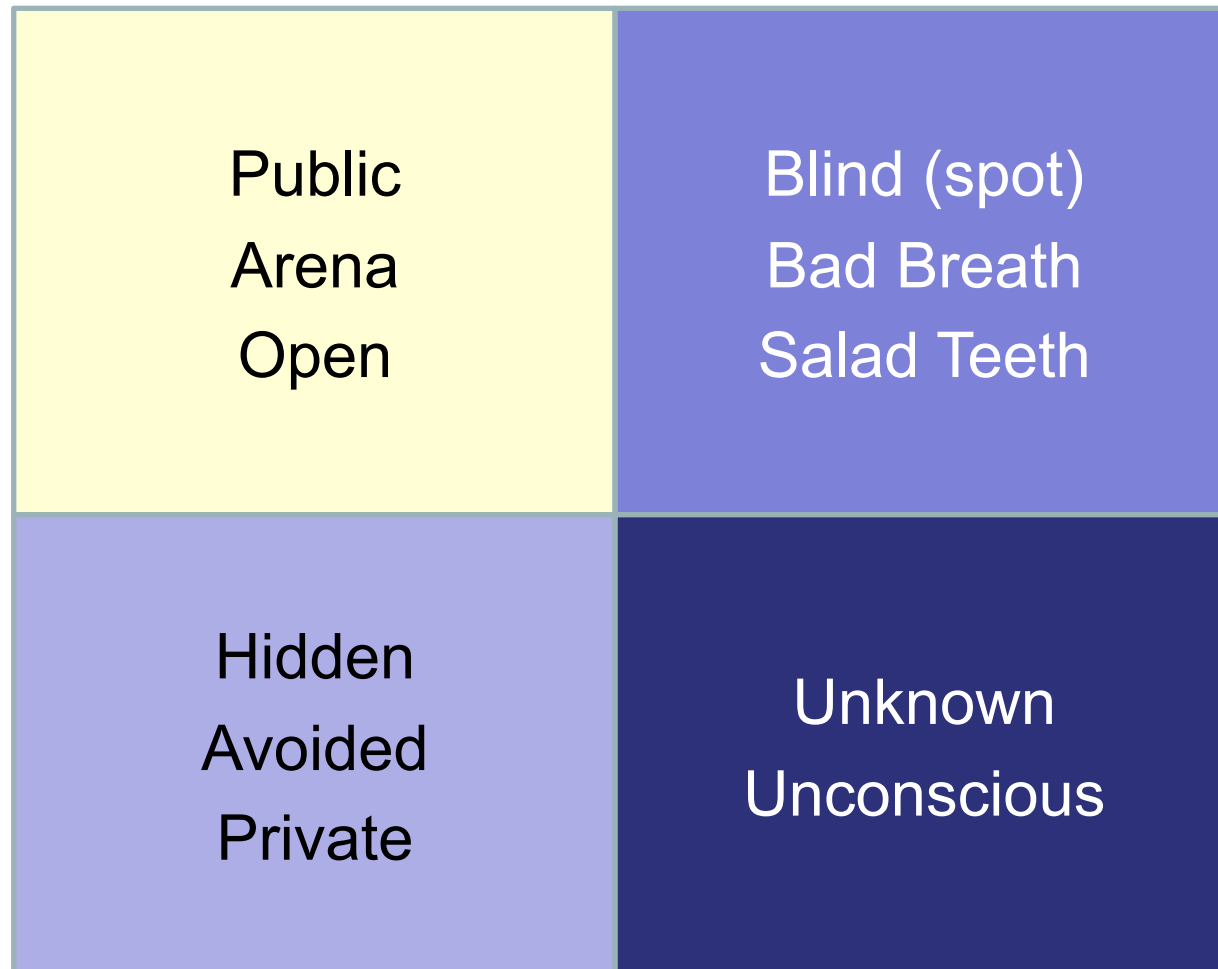
It's great when employees can read the subtle nuances of your behavior and figure out exactly what you require of them. But let's face it: Most people aren't mind readers. Even if they're smart, they may be oblivious to what's important to you—unless you spell it out for them.

Albert J. Bernstein and Sydney Craft Rozen
Authors, *Sacred Bull: The Inner Obstacles that Hold You Back
at Work and How to Overcome Them*

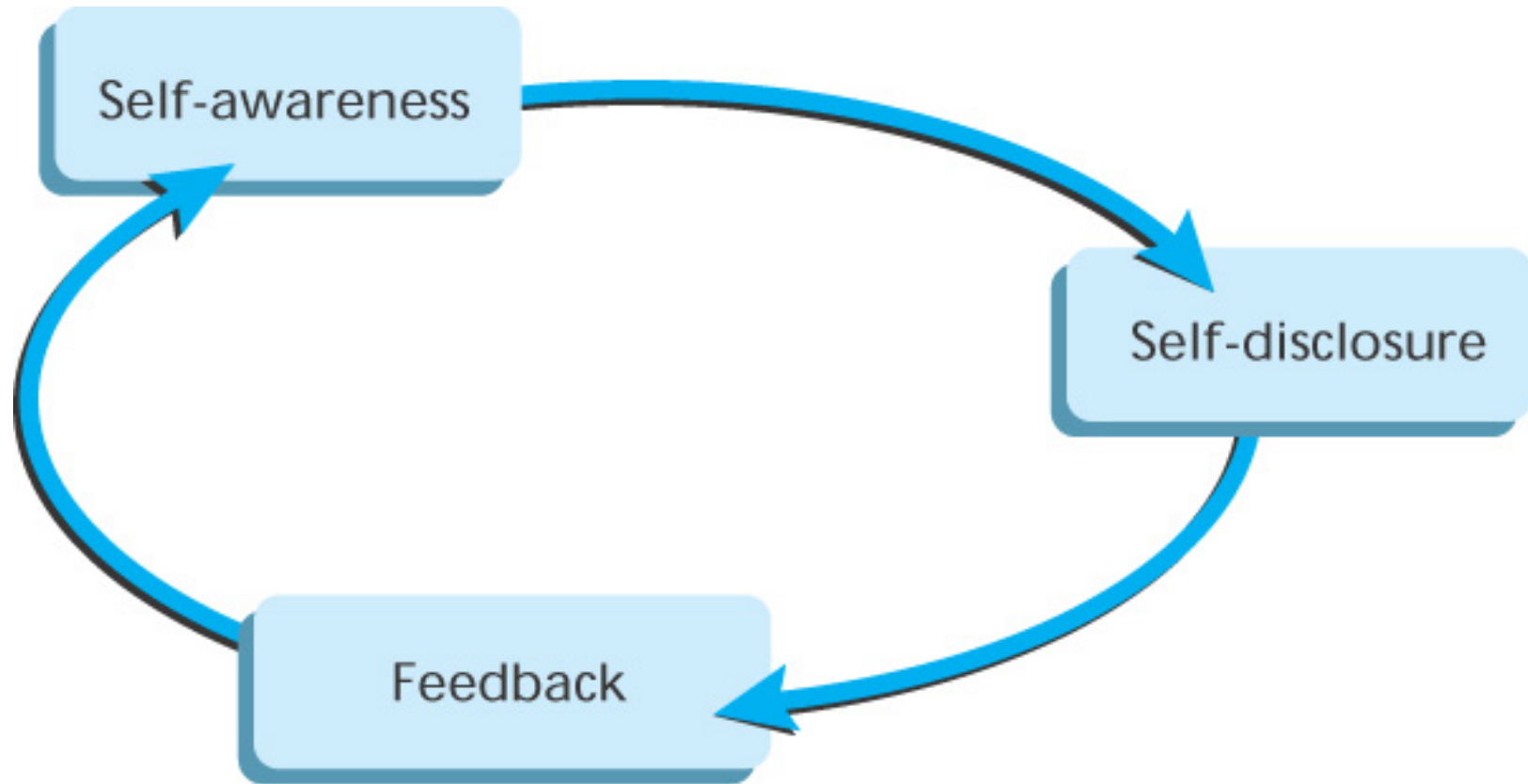
Self-Disclosure Defined

- The process of letting another person know what you think, feel, or want
- Revealing private, personal information that can not be acquire somewhere else
- Usually involves some degree of risk

JOHARI Window: An Interpersonal Communications Model



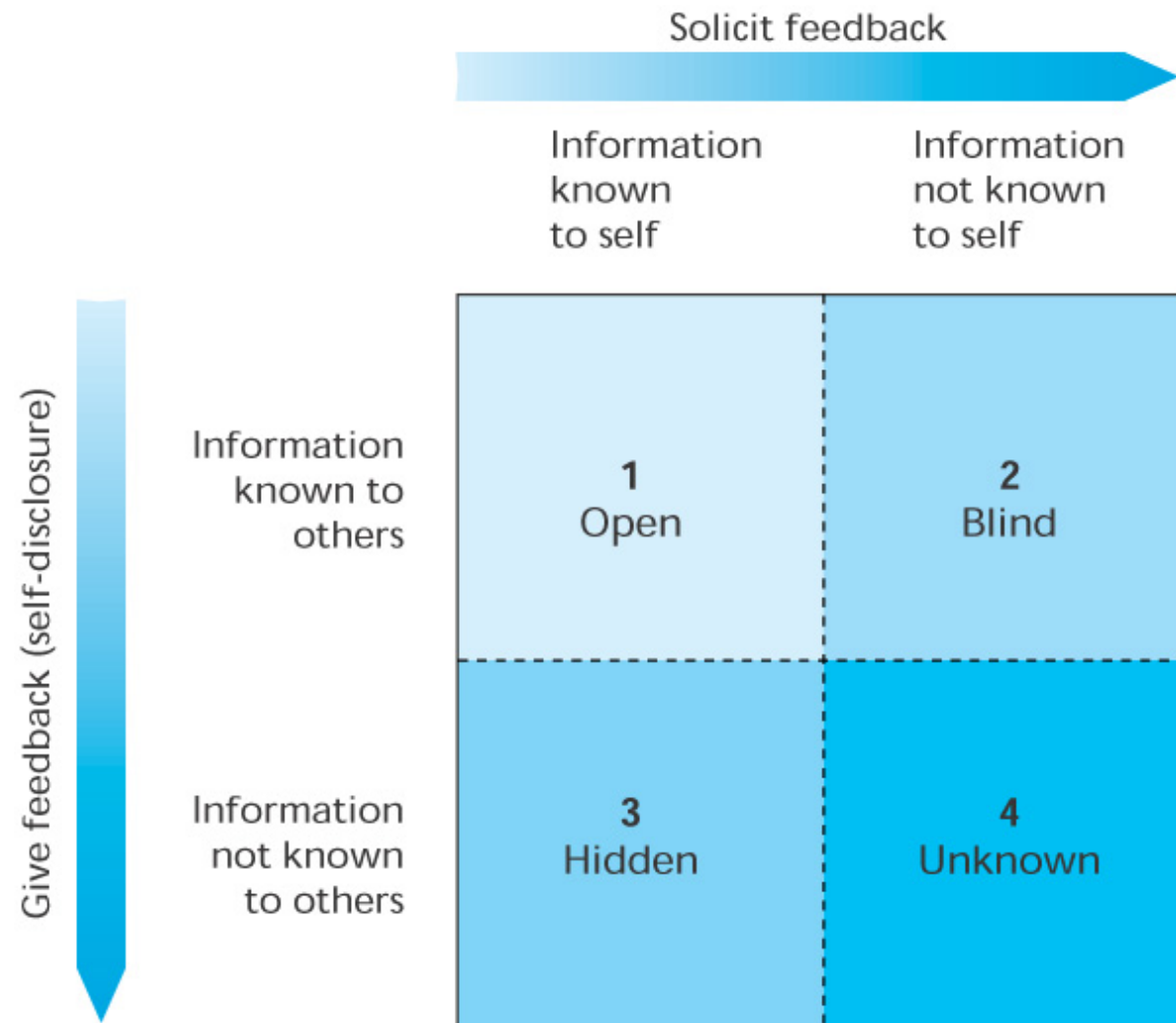
Self Disclosure/
Feedback/
Self-Awareness Cycle



The Johari Window: A Model for Self-Understanding

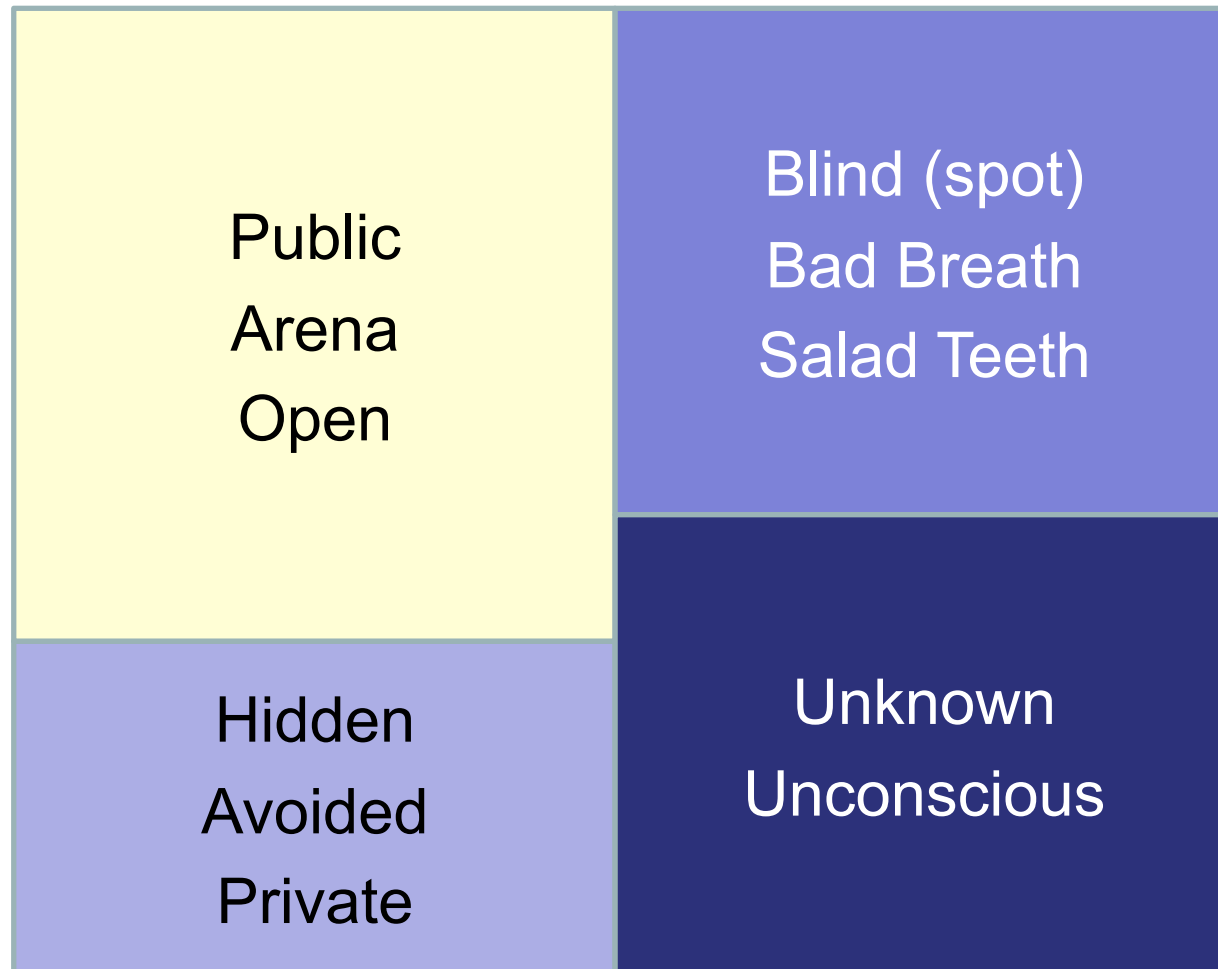
- Model considers that there is information
 - you and others know
 - only you know about yourself
 - only others know about you
 - nobody knows

Johari Window



Source: Joseph Luft, *Group Processes: An Introduction to Group Dynamics*. Copyright © 1984. Mayfield Publishing Company. Reprinted by permission of the publisher.

When you share about yourself or self-disclose:



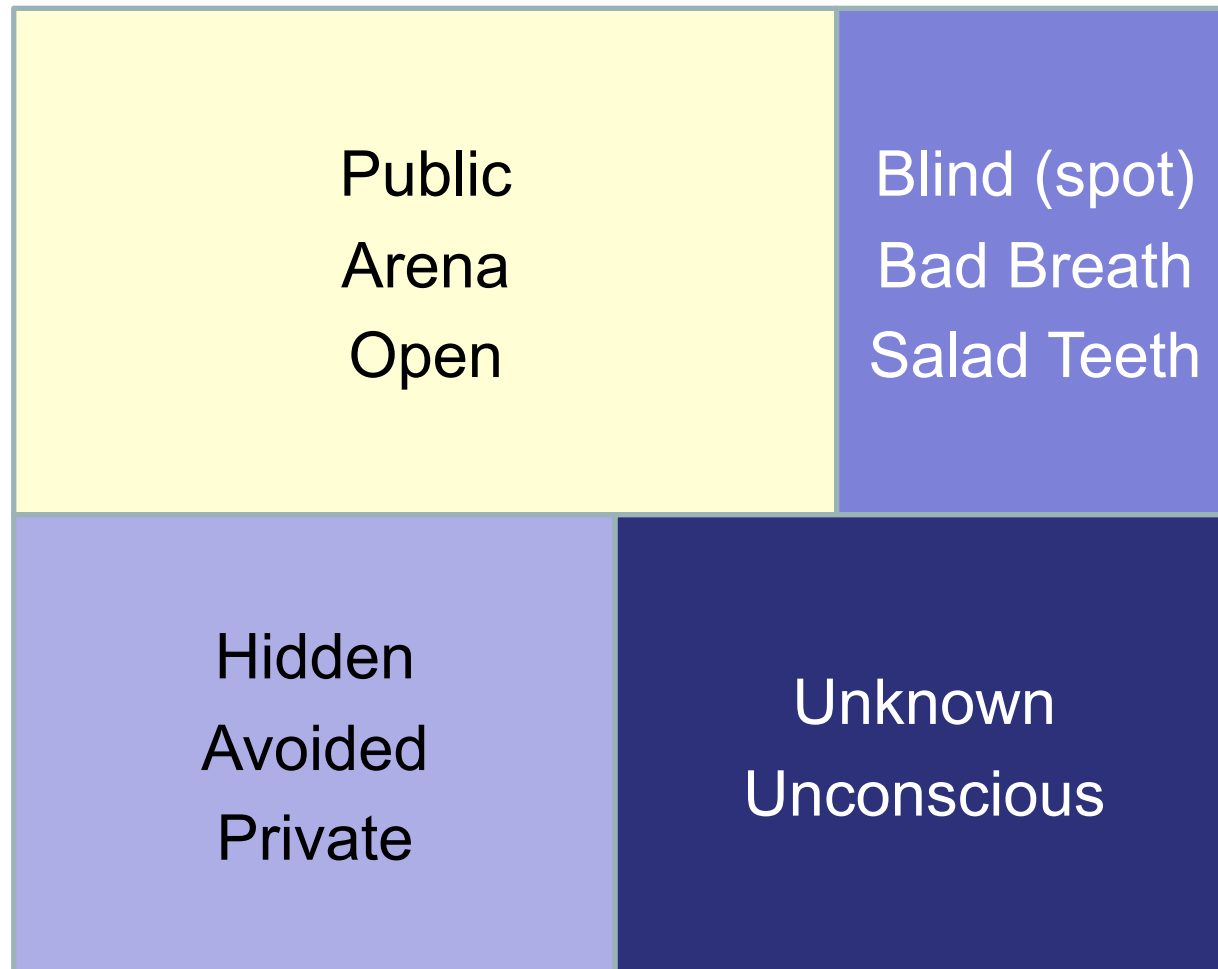
Open/Public Area

- Represents the “public” or “awareness” area and contains information that both you and others know
- Information that you don’t mind admitting
- Gets bigger over time as relationships mature

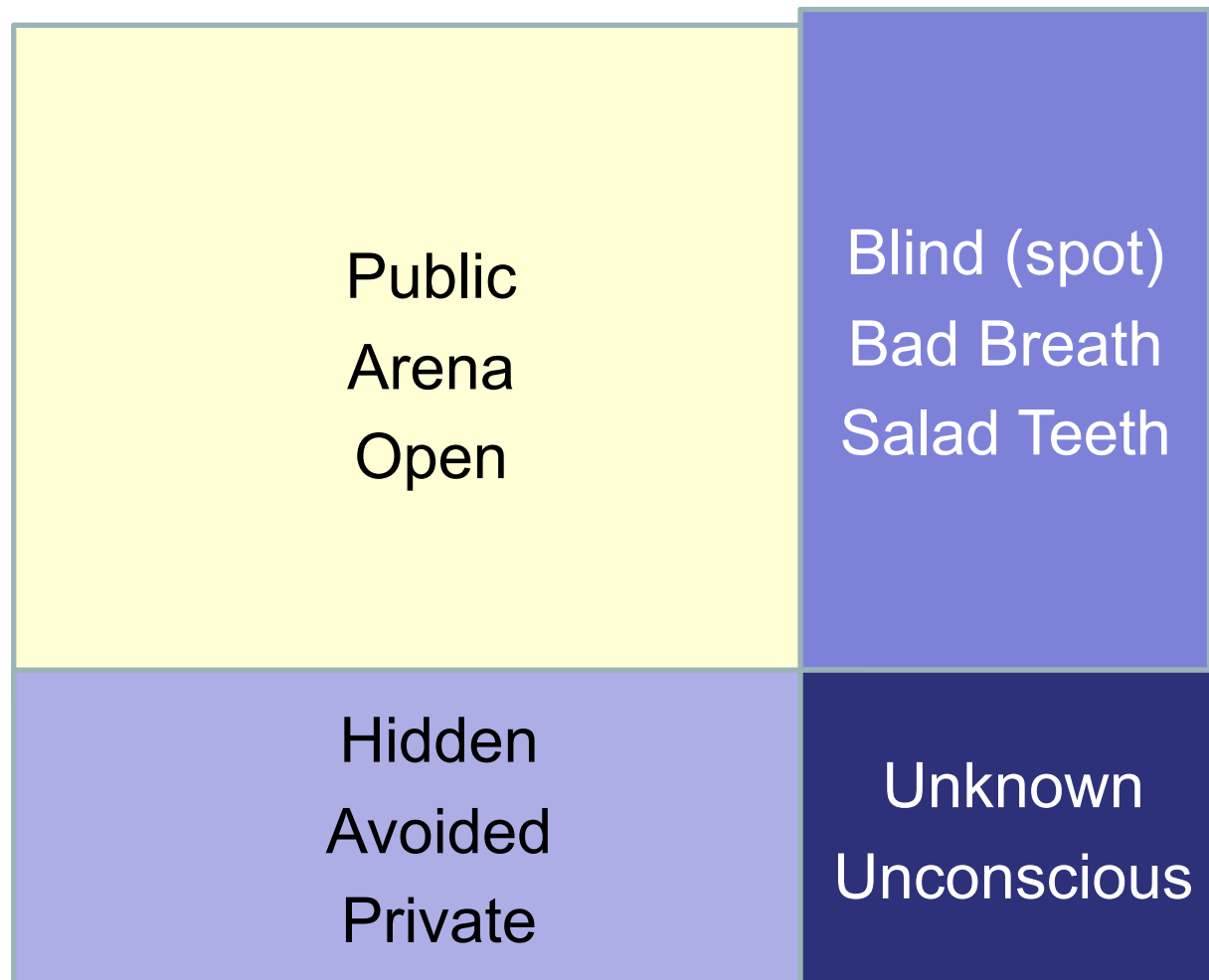
Open Area

- A productive relationship is related to the amount of mutually held information
- Building a relationship involved expanding this area

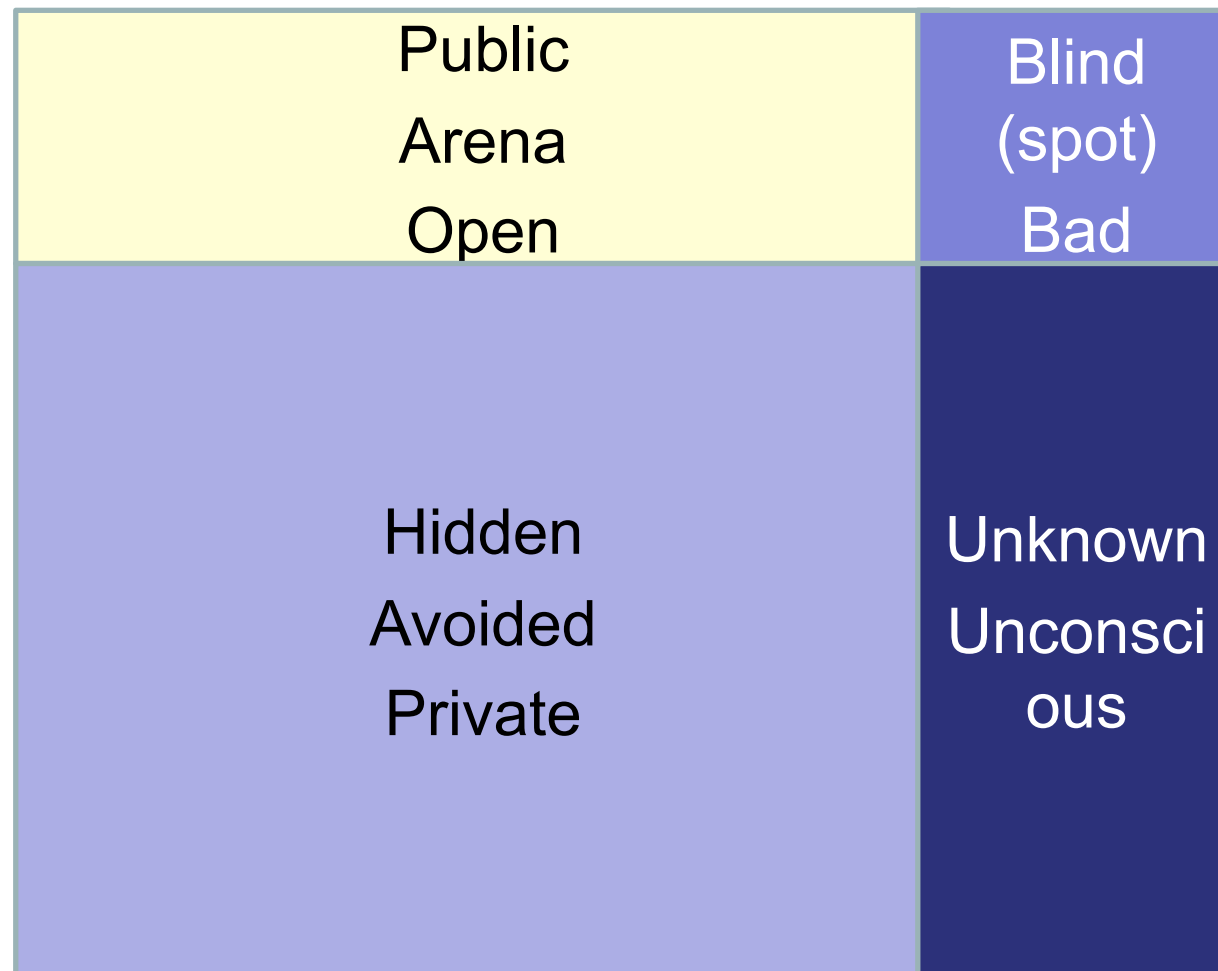
When you solicit or receive feedback:



JOHARI Window in Groups: Ideal



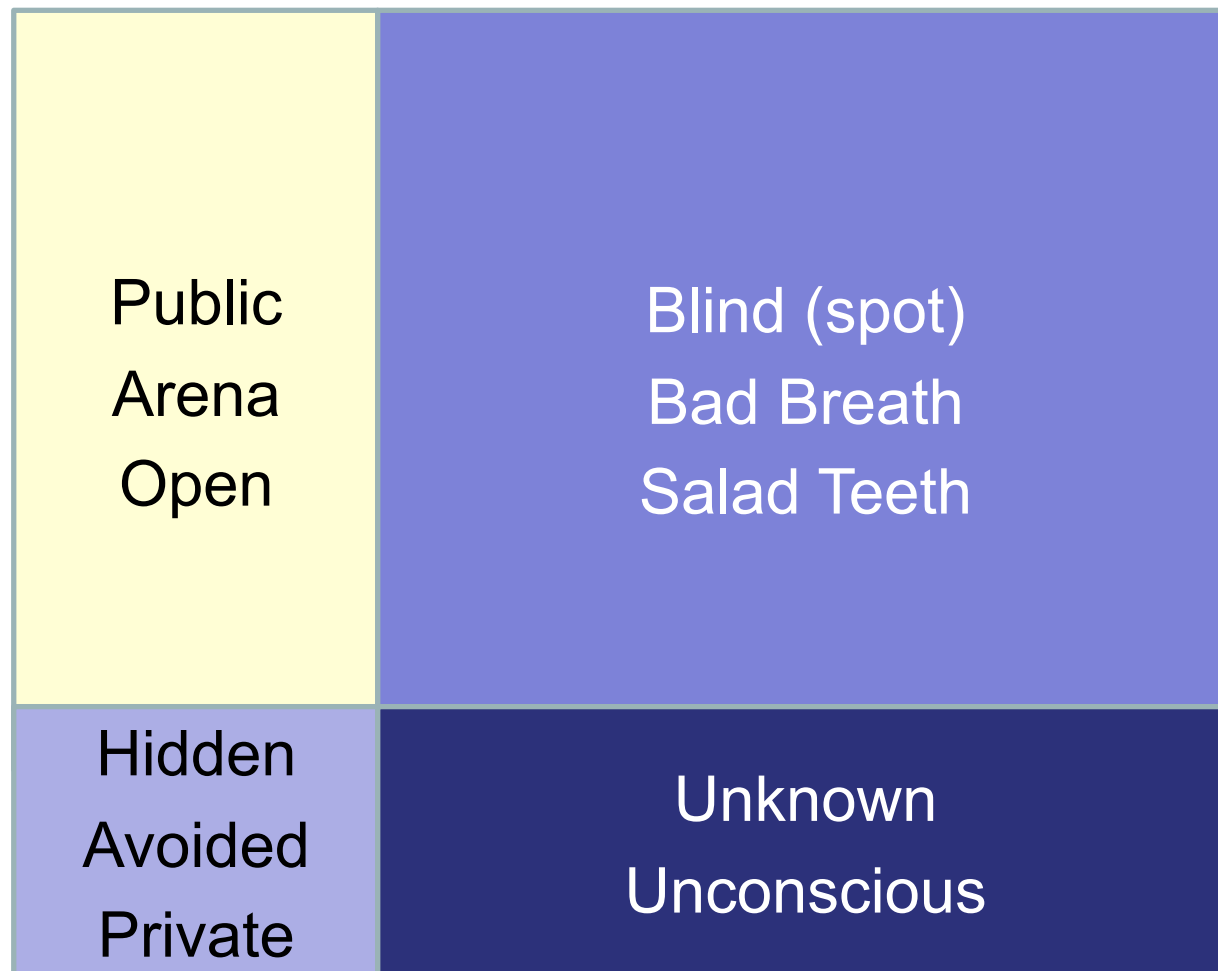
JOHARI Window: Interviewer



Hidden Area

- Information that you know that others do not
- Private feelings, needs, and past experiences that you prefer to keep to yourself
- If this area is too large, you can be perceived as lacking authenticity

JOHARI Window: Bull-in-a-China Shop



Blind Area

- Information about yourself that others know but you are not yet aware
- Others may see you differently than you see yourself
- Effective relations strive to reduce this area
- Open communication encourages people to give you feedback

JOHARI Window: Turtle

Public Arena Open	Blind (spot) Bad Breath Salad Teeth
Hidden Avoided Private	Unknown Unconscious

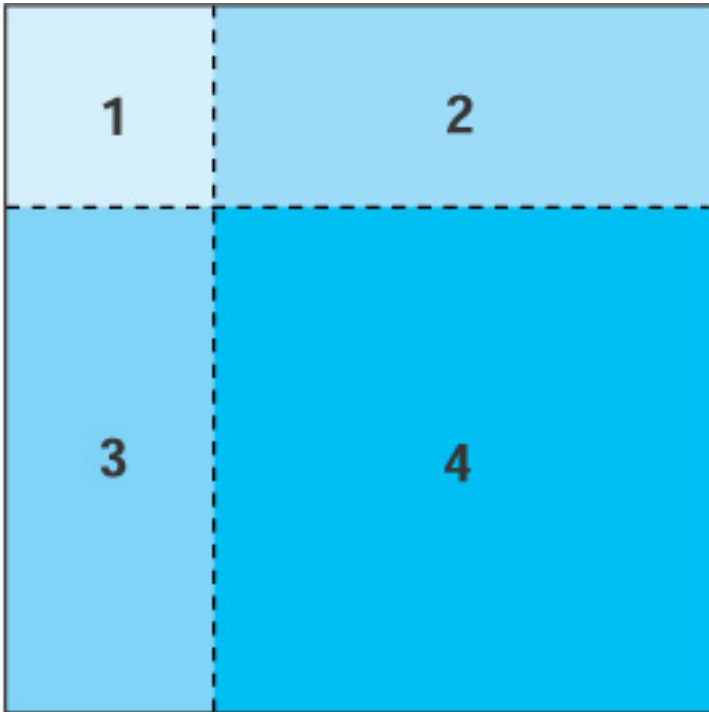
Hidden/Unknown Area

- Information that is unknown to you *and* to others
- Private feelings, needs, and past experiences that you prefer to keep to yourself
- If this area is too large, you can be perceived as lacking authenticity

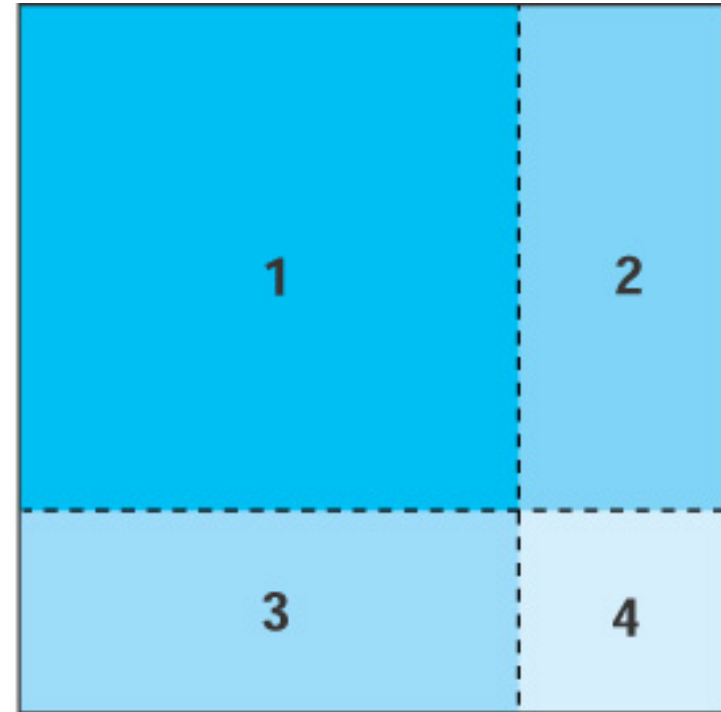
Hidden/Unknown Area

- Areas of unrecognized talent, motives, or early childhood memories that influence your behavior
- Always present, never disappears
- Open communication can expose some of this area

Johari Window at the Beginning of a Relationship (left) and After a Closer Relationship Has Developed (right)



(a) Beginning of relationship



(b) A closer relationship

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