

**Creating Better
Understanding between
Individuals and Groups**

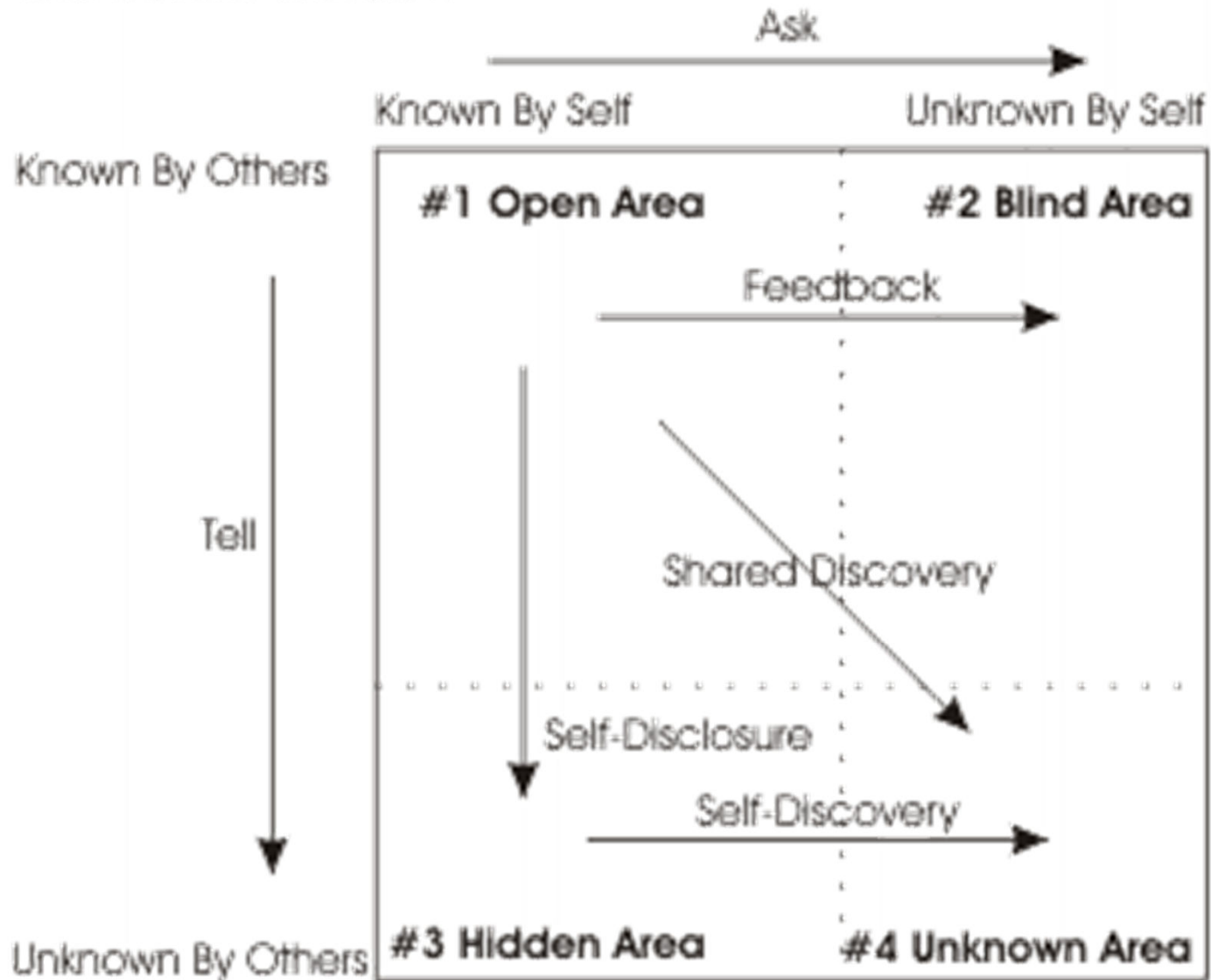
The Johari Window is a communication model that can be used to improve understanding between individuals within a team or in a group setting. Based on disclosure, self-disclosure and feedback, the Johari Window can also be used to improve a group's relationship with other groups.

Developed by Joseph Luft and Harry Ingham (the word “Johari” comes from Joseph Luft and Harry Ingham), there are two key ideas behind the tool:

1. That individuals can build trust between themselves by disclosing information about themselves; and
2. That they can learn about themselves and come to terms with personal issues with the help of feedback from others.

Johari Window

The Johari Window



Quadrant 1: Open Area

What is known by the person about him/herself and is also known by others (Eg. Physical appearance, some of your interests). Also known as Arena or the Public Self.

Quadrant 2: Blind Area

What is unknown by the person about him/herself but which others know. This can be simple information, or can involve deep issues (for example, feelings of inadequacy, incompetence, unworthiness, rejection) which are difficult for individuals to face directly, and yet can be seen by others. Certain behaviour and mannerisms as perceived by others. Also known as breath.

This can be reduced by seeking feedback.

Quadrant 3: Hidden or Avoided Area

What the person knows about him/ herself that others do not.

HIDDEN PANE: (I know but You don't Know)

Contains information you wish to keep private, such as your dreams or ambitions. Also known as the Private Self.

This quadrant can be reduced by Self Disclosure. Self Disclosure enhances Trust & Commitment.

Quadrant 4: Unknown Area

What is unknown by the person about him/herself and is also unknown by others. Hidden Talent, hitherto unexplored by self. Also known as Dark Area.

The process of enlarging the open quadrant vertically is called self-disclosure, a give and take process between the person and the people he/she interacts with.

As information is shared, the boundary with the hidden quadrant moves downwards. And as other people reciprocate, trust tends to build between them.

Tip – 1:

Don't be rash in your self-disclosure. Disclosing harmless items builds trust. However, disclosing information which could damage people's respect for you can put you in a position of weakness.

Key Points

- In most cases, the aim in groups should be to develop the Open Area for every person.
- Working in this area with others usually allows for enhanced individual and team effectiveness and productivity. The Open Area is the 'space' where good communications and cooperation occur, free from confusion, conflict and misunderstanding.

- Self disclosure is the process by which people expand the Open Area vertically. Feedback is the process by which people expand this area horizontally.
- By encouraging healthy self-disclosure and sensitive feedback, you can build a stronger and more effective team.

Using the tool:

The process of enlarging the open quadrant horizontally is one of feedback. Here the individual learns things about him-or her-self that others can see, but he or she can't

Tip – 2:

Be careful in the way you give feedback. Some cultures have a very open and accepting approach to feedback. Others don't. You can cause incredible offence if you offer personal feedback to someone who's not used to it. Be sensitive, and start gradually.