



PERSONAL GROWTH LAB

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Interpersonal Relationships

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Johari Window

Interpersonal Behaviors - Introduction



Why Give & Receive Feedback? – Respond on Chat

- Allows personal growth and improvement.
- Enables the provider to recognize weaknesses
- Enables the receiver to gain insights and action
- Creates an open environment for effective interpersonal communications.
- Aids in preparing for the future, than dwelling on the past.
- Is a tool for continuous learning
- **Criticism** - is judgmental, negatively evaluative, and often accusatory

What is Johari Window?

- A simple and useful tool developed by American psychologists Joseph Luft and Harry Ingham in the 1950's, calling it 'Johari' after combining their first names, Joe and Harry.

Purpose of Johari Window

- Understand the value of self disclosure
- To be self-aware & understand the degree to which others know us
- To help people understand their interpersonal communication and relationships better
- Encourage people to give and accept feedback when working together to achieve common goals

2 Key Ideas Behind JW

1. Individuals can build trust between themselves by disclosing information about themselves.
2. Can learn about themselves with the help of feedback from others



Various methods are used, prominent are games, online tests, questionnaires available today.

Scoring

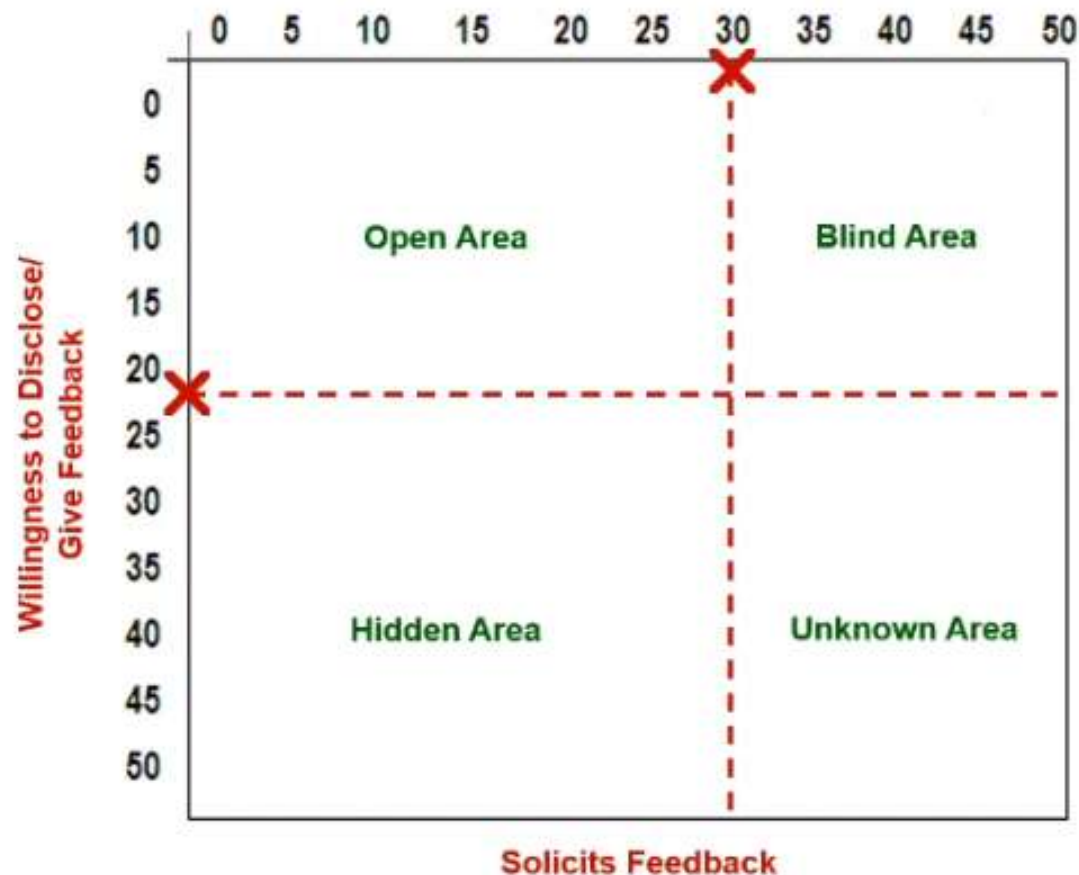
Understanding My Profile

Scoring

Solicits Feedback		Willingness to Disclose/ Give Feedback		Total
Statement	Response	Statement	Response	
2B		1A		
3A		4B		
5A		6B		
7A		9B		
8B		11B		
10B		13A		
12B		15A		
14B		17B		
16A		18B		
20A		19B		
Total		Total		

Record the points assigned for each statement as per the above scoring chart and total the points at the bottom of each column.

Self Perception



- Plot the totals from each column on the graph
- Total from the “Solicits Feedback” is recorded along the horizontal axis.
- Total from the “Willingness to Disclose” is recorded along the vertical axis.
- Now the graph is divided into four sections by drawing the straight lines as per the scores.

Johari Window

- The four panes are interrelated
- Changes to one pane impact the size of the others
- As relationships develop, the open area should grow

Johari Window



1. Open area, open self, free area, free self.
 2. Blind area or 'blind-spot'
 3. Hidden self, avoided area or 'façade'
 4. Unknown area or unknown self
- The bigger the window on the left side of the pane, the more self aware you are

Open Area

- Represents the “public” or “awareness” area and contains information that both you and others know
- Information that you don’t mind admitting or sharing
- Gets bigger over time as relationships mature
- A productive relationship is related to the amount of mutually held information
- Building a relationship involves expanding this area



Open Area

- This information is about the person's - behavior, attitude, feelings, emotion, knowledge, experience, skills, views, etc. - known by the person ('the self') and known by the group ('others').
- Open area is the area where effective communication and cooperation occur, free from distractions, mistrust, confusion, conflict and misunderstanding.
- It is recommended to develop 'open area', because when we work in this area with others, we are at our most effective and productive.

Blind Spot

- 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
- Not an effective or productive space for individuals or groups



Blind Spot

- This information what is known about a person by others in the group, but is unknown by the person him/herself
- Could also be referred to as ignorance about oneself, or issues in which one is deluded
- Also include issues that others are deliberately withholding from a person
- Aim is to reduce this area by soliciting feedback from others and thereby to increase the open area, i.e., to increase self-awareness
- People take responsibility for reducing the blind area - in turn increasing the open area - by giving sensitive feedback and encouraging disclosure

Hidden Self

- This is the information known to ourselves but kept hidden from, and therefore unknown, to others
- Represents information, feelings, etc, anything that a person knows about him/self, but which is not revealed or is kept hidden from others
- Include sensitivities, fears, hidden agendas, manipulative intentions, secrets - anything that a person knows but does not reveal

Open Information about you that both you & others know.	Blind Information about you that you don't know but others do know.
Hidden Information about you that you know but others don't know.	Unknown Information about you that neither you nor others know.

Hidden Self

- Relevant hidden information, feelings, etc., should be moved into the open area through the process of 'self-disclosure' and 'exposure process'
- 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
- Various factors influence preparedness to disclose hidden selves.
- The extent to which an individual discloses personal feelings and information, and the issues which are disclosed, and to whom, must always be at the individual's own judgment and maturity.

Unknown Area

- This contains information, feelings, latent abilities, aptitudes, experiences etc that are unknown to the person him/herself and unknown to others in the group.
- Can be prompted through self-discovery or observation by others, or through collective or mutual discovery, Counseling can also uncover unknown issues
- Again as with disclosure and soliciting feedback, the process of self discovery is a sensitive one

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Unknown Area

- One can create an environment that encourages self discovery, and to promote the processes of self discovery, constructive observation and feedback to others
- Information that is unknown to you and to others
- 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
- The unknown area could also include repressed or subconscious feelings rooted in formative events and traumatic (painful) past experiences, which can stay unknown for a lifetime

Self-Disclosure & Feedback Styles

- Two communication processes within our control that impact relationships:
 1. Self-disclosure of thoughts, ideas, and feelings
 2. Seeking feedback from others
- Characteristics of using both effectively:
 - Candor
 - Openness
 - Mutual respect

Points to Consider

- When we work in open area with others we are at our most effective and productive, and the group is at its most productive too.
- Established relationships logically tend to have larger open areas than new
- People start with relatively small open areas because relatively little knowledge about the new relationship is shared
- Reduce the blind area by using solicit feedback from others, this will expand the open area
- Relevant hidden information and feelings, etc, should be moved into the open area through the process of 'disclosure' thereby increasing the open area

Reflective Exercise - 1

- Finding out more about your own defenses
- Understanding yourself increases the ability to understand others.
- Understanding your defenses increases your ability to manage them

Reflective Exercise - 2

- Now think of a belief or value that you hold dear.
- Imagine a scenario where your belief or value is challenged by another person, indirectly through his behavior and speech or directly through verbal attack or disagreeing with your view.
- What behavior do you use to manage the feelings aroused in this situation?
- How will that person perceive your reaction?

Reflective Exercise - 3

- Think of a feeling that you don't like to display or reveal to others.
- Imagine a situation where you could be in danger of showing that feeling.
- What behavior do you use to manage the feelings aroused in this situation?



Insights and Actions

- What is it that you want to give to others?
- What do you want to receive from people you help?
- What do you think you'll get from being a good listener?
- What are your expectations of anyone you might help?
- What emotions in yourself or in others give you trouble?
- How will you deal with the other persons feelings towards you?
- How will you handle your feelings towards those you help?

Open Self

- Also means that you Trust other people because you disclose or show them a lot about yourself.



Blind Self

- Common Reaction:
 - Am I really like that?
 - Did I say that?
 - How could I have done that?
 - At times that you are insensitive to your behaviour and you get surprised once feedback is given to you.
 - Challenge:
 - Solicit information from others
 - Use their feedback in checking yourself. They are points for improvement.

Hidden Self

- Façade can be your protection or defence wall- Hidden Secrets,
- Things you want to keep to yourself, why?
 1. Afraid of misunderstanding.
 2. Fear of rejection.
 3. Afraid of getting hurt.
 4. You do not find other people supportive.
- It may not be good to keep a lot of things to yourself. Other people might not see the real YOU!
- TRUST- can decrease the size of the Facade

Un Known

- Other terms in the Unknown are:
 - The Mystery man!
 - I do not know where I stand!
 - I don't really know about myself!

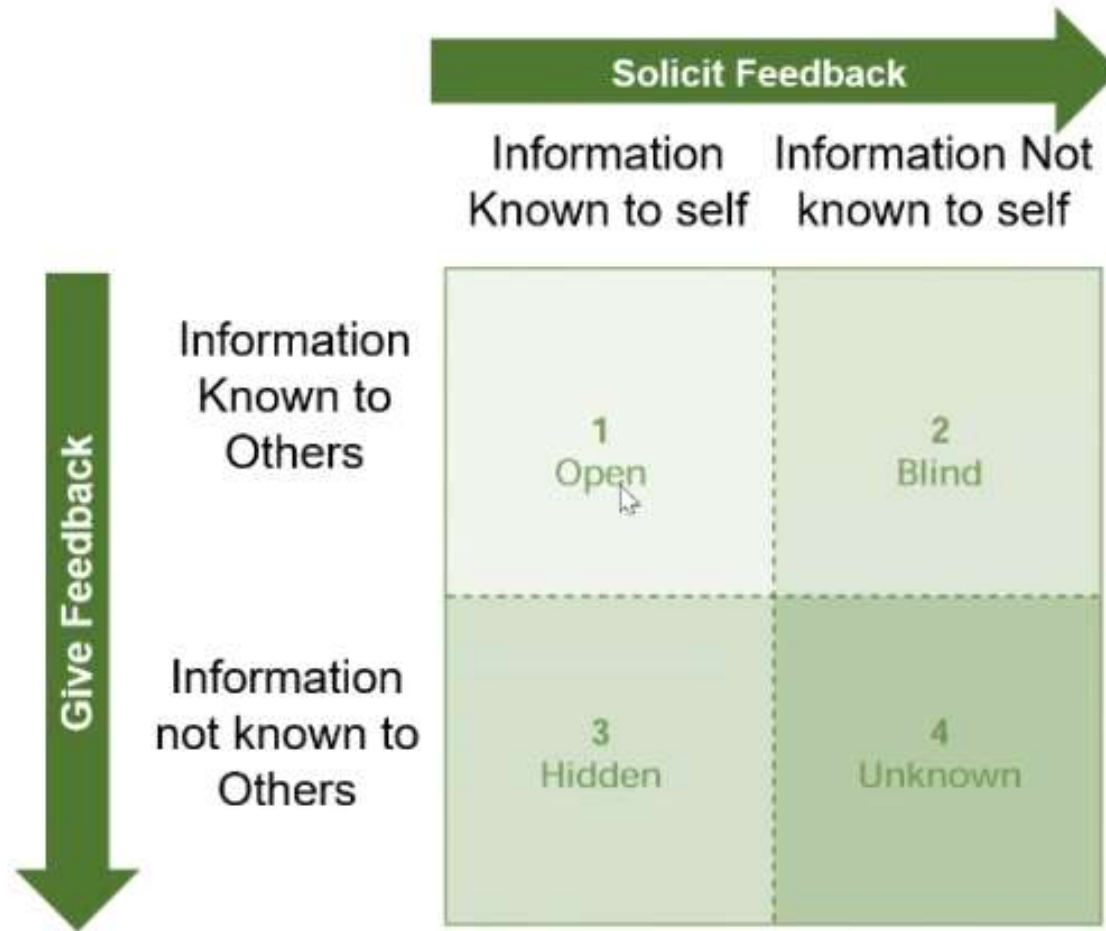


How Can We Develop?

- Your willingness or unwillingness to engage is self-disclosure, and listen to feedback, has a lot to do with your understanding of yourself and others' understanding of you.



Approach



Learning

- It is a growth experience.
- You discover a lot about yourself.
- You can identify ways of making your Arena bigger and your Blind Spot, Façade and Unknown smaller.
- You will always have potentials for growth.