

JOHARI WINDOW

A MODEL OF SELF AWARENESS , PERSONAL DEVELOPMENT, GROUP DEVELOPMENT AND UNDERSTANDING RELATIONSHIP



Johari Window

- ▶ The Johari Window model was developed by American psychologists **J**oseph Luft and **H**arry Ingham in the 1950's
- ▶ Interestingly, Luft and Ingham called their Johari Window model 'Johari' after combining their first names, Joe and Harry.
- ▶ In early publications the word actually appears as 'JoHari'

JOHARI WINDOW/ DISCLOSURE FEEDBACK

MODEL

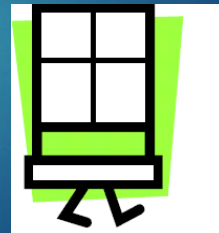
- ▶ The Johari Window model is also referred to as a 'disclosure/feedback model of self awareness', and by some people an 'information processing tool'.
- ▶ The Johari Window soon became a widely used model for understanding and training self-awareness, personal development, improving communications, interpersonal relationships, group dynamics, team development and inter-group relationships.

JOHARI WINDOW

- ▶ Refers to **others and self**
Others – other people in your group, family, work, friendship group etc
- ▶ Oneself the person subject to johari window analysis

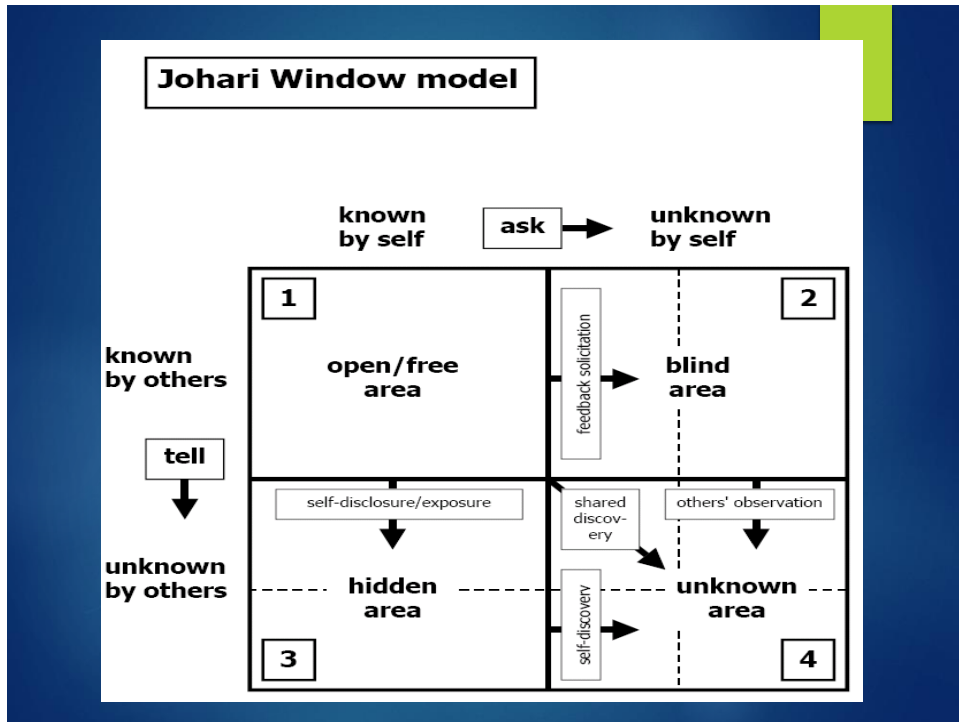
JOHARI WINDOW

- ▶ The Johari Window actually represents information - feelings, experience, views, attitudes, skills, intentions, motivation, etc - within or about a person - in relation to their group, from four perspectives, which are described below.



JOHARI WINDOW – 4 REGIONS

- ▶ **Open Area** - what is known by the person about him/herself and is also known by others - **open self, free area, free self, or 'the arena'**
- ▶ **Blind Area** - what is unknown by the person about him/herself but which others know - **blind area, blind self, or 'blind spot'**
- ▶ **Hidden Area** - what the person knows about him/herself that others do not know - **hidden area, hidden self, avoided area, avoided self or 'facade'**
- ▶ **Unknown Area** - what is unknown by the person about him/herself and is also unknown by others - **unknown area or unknown self**



JOHARI WINDOW PANES

- ▶ Each quadrant or frame can vary in size in relation to the amount of knowledge held about each area.
- ▶ In new groups, the open 'free' area is often quite small because shared awareness is relatively small.
- ▶ As we develop trust and rapport in group, this area becomes larger and information is shared and disclosures are made.

1st quadrant

'Open self/area', 'free area', 'public area', 'arena'

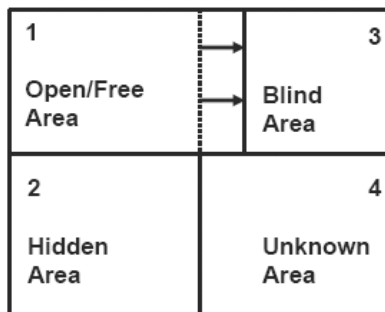
Also known as the 'area of free activity'

Information about the person - behaviour, attitude, feelings, emotion, knowledge, experience, skills, views, etc - **known** by the person ('the self') and **known** by the team ('others').

The aim in any team is to develop the 'open area' for every person, because when we work in this area with others we are at our most effective and productive, and the team is at its most productive too

The open free area, or 'the arena' - the space where good communications and cooperation occur, free from distractions, mistrust, confusion, conflict and misunderstanding

Increasing open area through feedback



- Increasing the open area, by reduction of the blind area, by asking for and then receiving feedback
- Can also be developed through the process of disclosure, which reduces the hidden area
- The unknown area can be reduced in different ways: by others' observation (which increases the blind area); by self-discovery (which increases the hidden area), or by mutual enlightenment - via group experiences and discussion - which increases the open area as the unknown area reduces

2nd quadrant

'Blind self' or 'blind area' or 'blindspot': 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

Not an effective or productive space for individuals or groups

Also include issues that others are deliberately withholding from a person

The aim is to reduce this area by seeking or soliciting feedback from others and thereby to increase the open area, i.e., to increase self-awareness

Team members and managers take responsibility for reducing the blind area - in turn increasing the open area - by giving sensitive feedback and encouraging disclosure

Managers promote a climate of non-judgemental feedback, and group response to individual disclosure, and reduce fear

3rd quadrant

'Hidden self' or 'hidden area' or 'avoided self/area' or 'facade'
What is **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

Also include sensitivities, fears, hidden agendas, manipulative intentions, secrets - anything that a person knows but does not reveal

Relevant hidden information and feelings, etc, should be moved into the open area through the process of 'self-disclosure' and 'exposure process'

Organizational culture and working atmosphere have a major influence on team members' preparedness to disclose their 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 discretion

4th quadrant

'Unknown self', 'area of unknown activity', 'unknown area'

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

Counselling can also uncover unknown issues

Again as with disclosure and soliciting feedback, the process of self discovery is a sensitive one

Uncovering 'hidden talents' - that is unknown aptitudes and skills, not to be confused with developing the Johari 'hidden area' - is another aspect of developing the unknown area, and is not so sensitive as unknown feelings

Managers and leaders can create an environment that encourages self-discovery, and to promote the processes of self discovery, constructive observation and feedback among team members

The unknown area could also include repressed or subconscious feelings rooted in formative events and traumatic past experiences, which can stay unknown for a lifetime