



*A-16  
Leadership Action Week  
Webinar Series*

## Communications - The Johari Window




**Presenters: PID Tom Gordon**

**IPCC Tim Cheung**

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## To get connected in the Webinar:

1. This webinar is being recorded.
2. You can ask questions, or share comments during the session
  - click the  icon or the chat box icon 
3. You can “Raise Your Hand” for questions/comments
  - click the  icon
4. You will be asked to respond to polls. (Poll #1)



# WELCOME MESSAGE

DG DEBBIE DAWSON

## AGENDA:

1. The Johari Window model – Lion Tim
2. Opening up oneself/Receiving feedback – Lion Tom
3. Giving feedback – Lion Tom
4. Q & A – Lion Tom/Lion Tim
5. Adjourn



## SESSION OBJECTIVES:

At the end of the session, you will

- Understand the Johari Window model for improved communication;
- Know the importance of sharing info about yourself;
- Know the importance of asking for and how to receive feedback; and
- Be able to give feedback in a constructive manner.





# JOHARI WINDOW

PCC TIM CHEUNG

# JOHARI WINDOW

- a concept developed by Joseph Luft and Harry Ingram
- A communication model that helps us better understand our relationship with others in a group setting.
- It helps us build better trust with groups through better communication.
- It is through feedback that we can see ourselves as others see us.



# JOHARI WINDOW

It assumes everyone processes 4 panes about one's personality/things about oneself:

- Open/Arena – things you know about yourself and others know as well
- Blindspot - you don't know and others know
- Hidden/Facade – you know and others don't know
- Unknown – to you and others

(reference Wikipedia)





# Johari Window – by Joseph Luft & Harry Ingham



**Known to Self**

**Not Known to Self**

**Known to others**

***OPEN***

***Arena***

***BLIND***

***Blindspot***

**Not Known to others**

***HIDDEN***

***Facade***

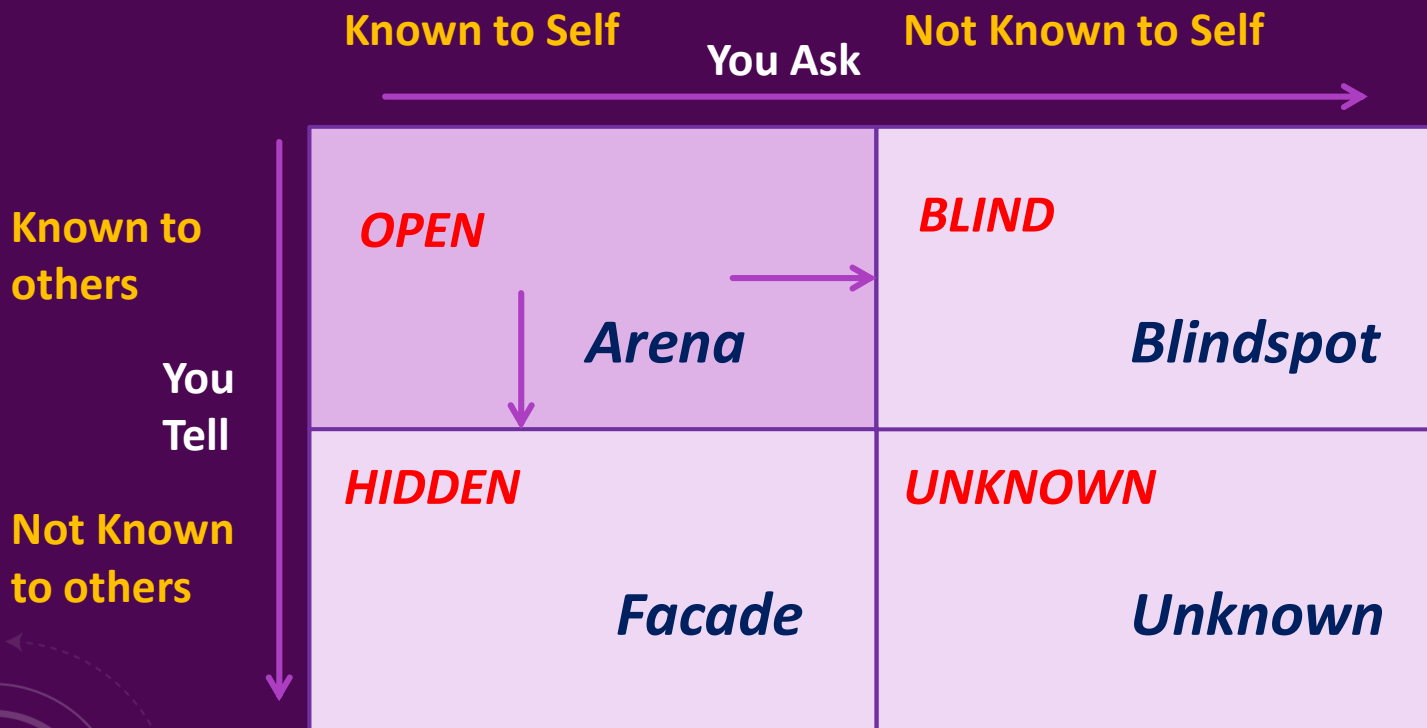
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**Notes:**  
***To build trust and open communications, you need to increase your Arena.***

# Johari Window – by Joseph Luft & Harry Ingham

*Increase your Arena*



- Notes:**  
**Increase your Arena by:**
- Disclosing more about yourself (tell/open up)
  - Solicit feedback (ask/listen)



# Bring your OAR

A simple rule of thumb to help you engage into conversations in an unfamiliar environment.

Your OAR will help you navigate through:

- O – Observe
- A – Ask
- R – Reveal





# GIVING AND RECEIVING FEEDBACK

PID Tom Gordon

# What Is Feedback?

- Whenever we respond to another person
- Verbal or written modes
- It is used to encourage a behaviour to continue or to be modified





## Open Up Oneself

People may find it difficult or challenging to disclose info of oneself.

Why is it a challenge to many ?

(Please share your responses in the question box.)

# Receiving Feedback

How comfortable are you in asking for feedback?

Why is it difficult or challenging to you ?  
(Please share your responses in the question box)





# Receiving Feedback

1. Actively listen to understand the giver's point of view
2. Have a positive, growth mindset
3. Refrain from defending your behaviour
4. Clear up assumptions
5. Ask for specifics
6. Validate the feedback
7. Don't let it go to your head



# Giving Feedback



Why do people hesitate at times to provide feedback, even when asked?

How can I do it more effectively and comfortably ?

(Please share your responses in the question box)

# Giving Feedback

1. Check your motives – me or the group?
2. Be timely – closer to the event the better
3. Be specific – state what you know firsthand – don't exaggerate
4. Use 'I' before 'you' – how I felt about your behaviour
5. Limit your focus
6. Provide specific suggestions





*QUESTIONS / COMMENTS*

## SESSION OBJECTIVES:

At the end of the session, you will

- Learn The Johari Window model of communication;
- Know the importance of sharing info about yourself;
- Know the importance of asking for and how to receive feedback; and
- Be able to give feedback in a constructive manner.



## WHAT'S NEXT:

This webinar recording will be posted on the A-16 website shortly:

- Go to [www.lionsa16family.org](http://www.lionsa16family.org)
- Click 'Menu' and then 'GLT'

We welcome your comments and feedback on this session, please email your feedback to Lion Tim at [tcheung@lionsa16.com](mailto:tcheung@lionsa16.com)



***Melvin Jones on Leadership*** – from the archives of his speeches and writings

- As collected by Lion Ray Charbonneau, MDA Historian



It is not given to a great many men in the ordinary conduct of their lives to exercise leadership within a group, yet every member of a Lions club has this opportunity.

Group action, the ability to live with others, is the basis of our civilization.

By giving the business and professional men of a community the chance to lead their fellows in activities that redound to the good of the entire community, Lionism is promoting the cause of human advancement.



*THANK YOU !*