



Feedback is a response to a person. It relates to the person's behaviour: How do others perceive the behaviour? How do they understand and experience the person? Feedback is intended to improve a person's perception of themselves and others.

What is feedback good for?

→ Check your self-image

Everyone has a certain image of themselves (self-image).

Every person is also perceived and assessed by other people (external image).

A person's self-image and how others see them can be very different:

How I see myself can differ from how my friends see me.

The relationships are described in the so-called Johari window (see below).

If we tell a person openly and honestly how we perceive them (external image), they can check and correct their self-image.

The Johari window (named after the "inventors" Joe Luft and Harry Ingham)

| | known to me | unknown to me |
|-------------------|--------------|---------------------|
| known to others | Known to all | Blind spot (for me) |
| unknown to others | My mysteries | Unknown to all |

The largest part of a personality lies hidden beneath the surface. Like an iceberg, the visible part is smaller than the part that cannot be seen.

Only a small part of the personality is public, i.e. known to myself and others.

There are many things I don't want to show everyone. Some information is completely private. Nobody knows about it except me - my secrets.

At the same time, there are also things that I don't know about myself. But others can clearly see these characteristics. This is my so-called "blind spot".

A simple example: others usually notice first when someone says a certain word or phrase all the time. Feedback tells me how others perceive me. In doing so, I also learn things that I didn't know myself before or that I wasn't aware of. This can reduce the blind spot!

The fourth area contains characteristics that are unknown to everyone. There are completely hidden parts or characteristics of our personality. Nobody knows anything about them. Nevertheless, they can emerge unexpectedly.

→ **Recognising the effect of behaviour**

Behind every behaviour is an intention.

Every behaviour has an effect.

Every behaviour is experienced and judged differently by others.

When we give a person feedback, they realise: This is how I come across to others!

The person can now think about it: Do I want to come across like this or do I want to change my behaviour?

→ **Clarify relationships**

Many things are kept secret in relationships.

Feedback allows people to express what is otherwise not talked about. People share their wishes and needs, joy and appreciation. But fears and hurts can also be addressed. This creates trust and closeness.

Feedback is helpful in groups that work closely together. Feedback allows people's feelings, needs and conflicts to be addressed openly. This can improve co-operation within a group.