



Feedback & Communication

Agenda

1. Communication
2. 4 Ears model
3. The Johari Window
4. Feedback Rules

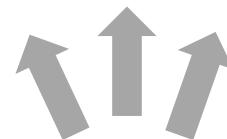
Sender-Recipient-Model



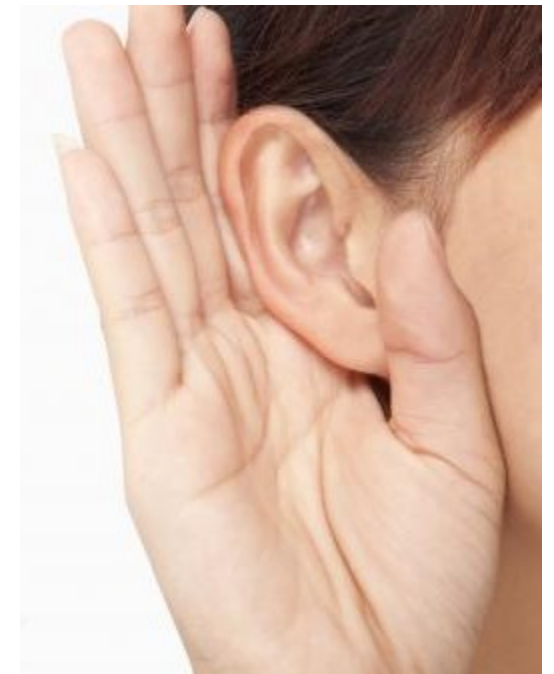
Sender



Message

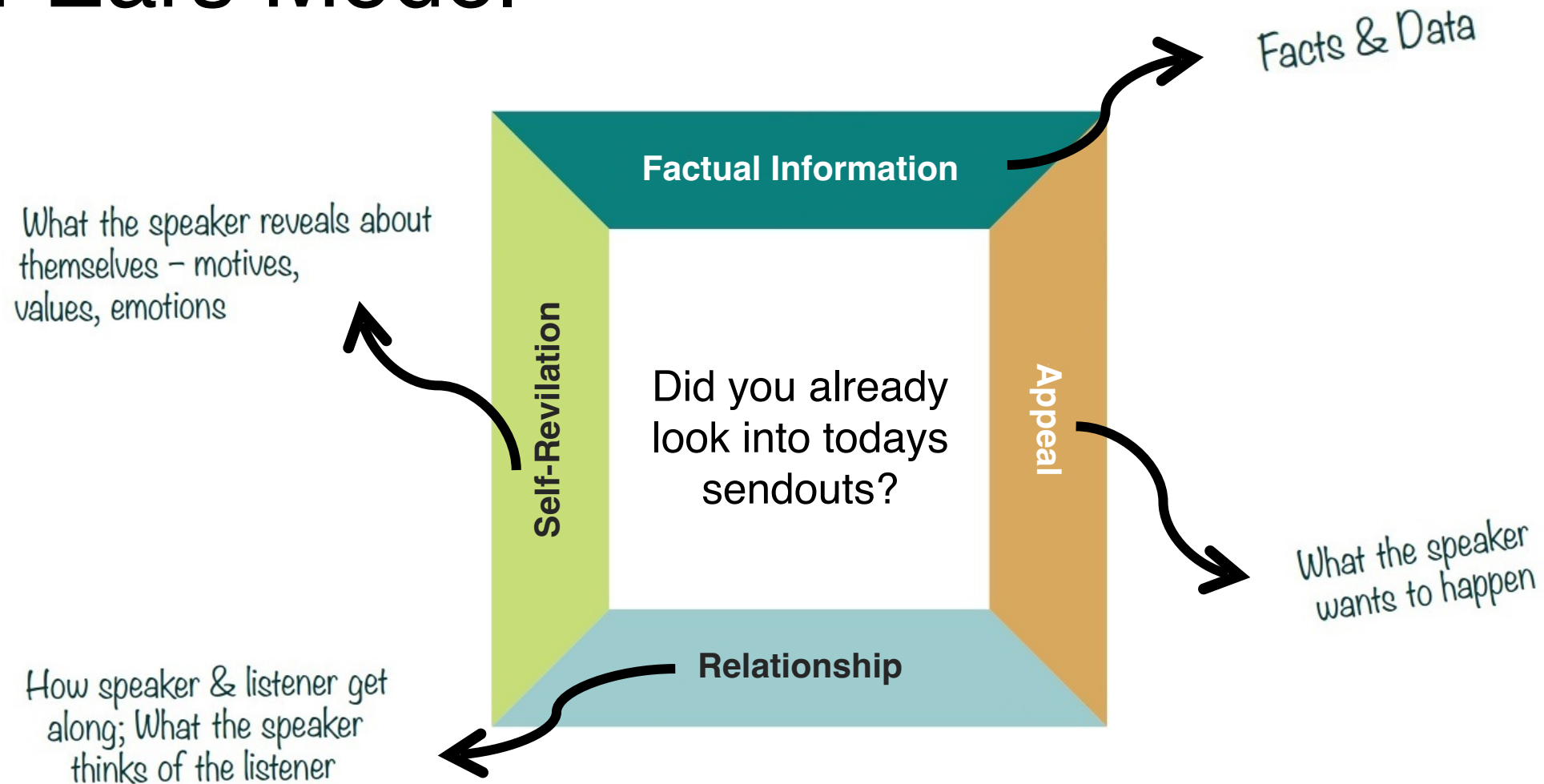


Noise

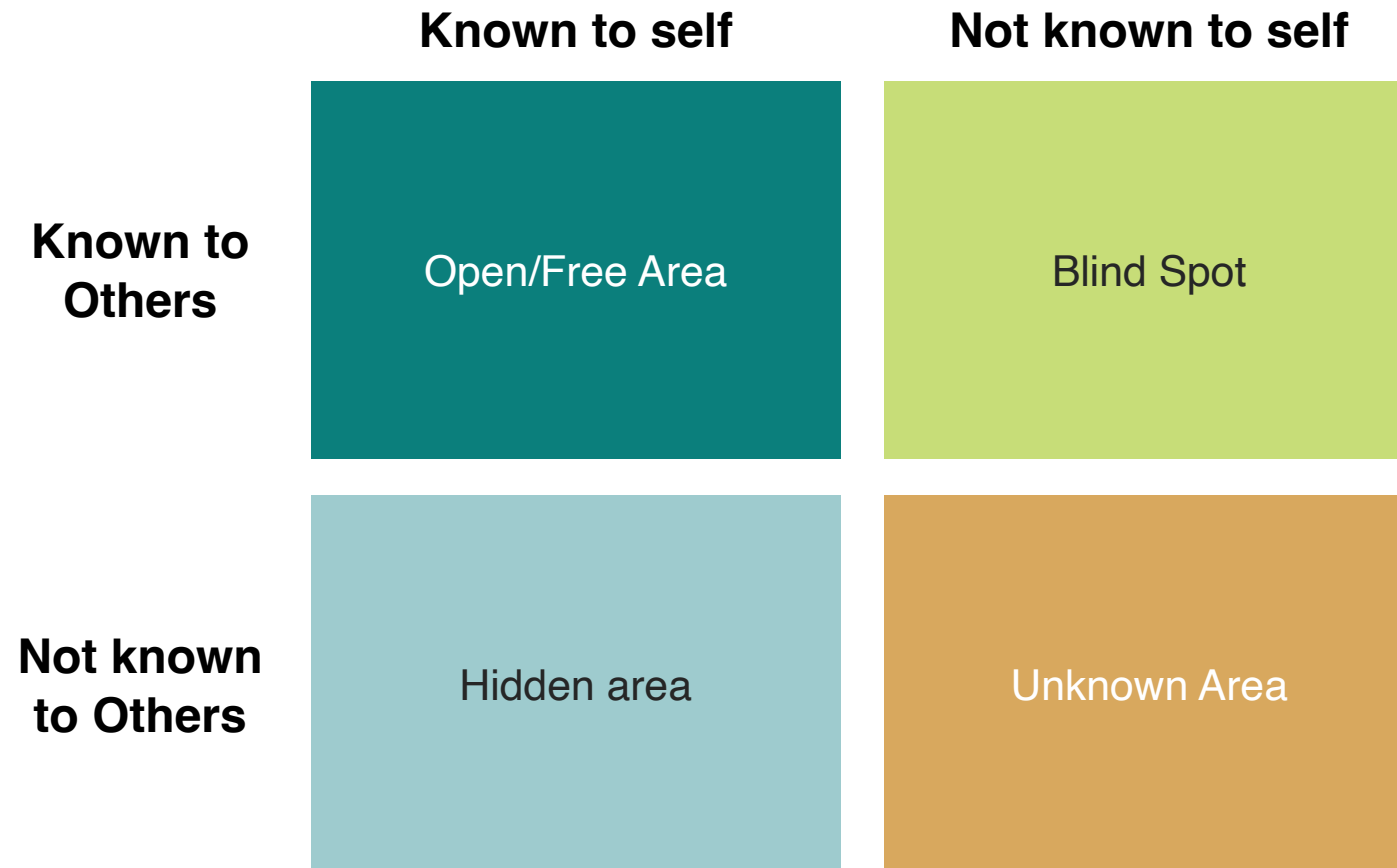


Receiver

4 Ears Model



The Johari Window



Feedback Rules

Observation

- Only facts
- Provide an example
- No generalisation
- No judgment
- No evaluations

- Listen to the other side of the story

Questions

Impact

- I-statement, or
- Stating a factual outcome
- Be as precise as possible

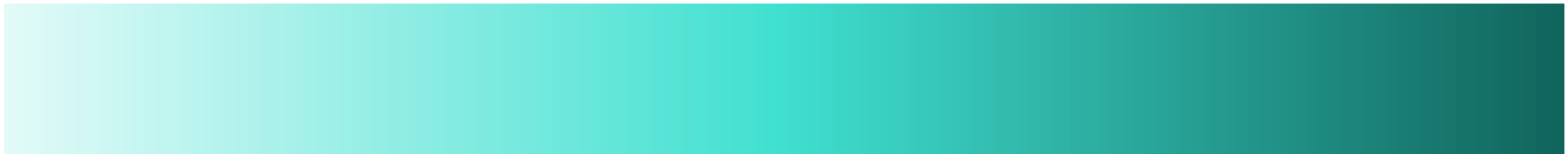
- Actionable recommendation
- Short-term: Avoid same situation
- Long-term: Fix underlying issue

Request

Influencing behavior: easy to difficult

Easy to influence

Difficult to influence



Job Skills

Time- and
work
management

Knowledge

Attitude

Habits

Personality
traits

Wrap up

- The message you are sending out might not be the one received by your conversation partner
- Every message has 4 different sides
- Every person has blind spots, feedback helps to uncover them
- Feedback is subjective, but has to be non-violent
- Some behaviors are easier to influence than others, depending on their origin