JOHARI WINDOW

The Johari window, also referred to as a disclosure/feedback model of self awareness was created by Joseph Luft and Harry Ingham in 1955 in the United States. It is often regarded as one of the most useful models describing the process of human interaction.

Feedback is a way of helping another person to consider changing his behaviour. It is communication to a person (or a group) gives that person information about how he affects others. Only by knowing how others perceive us can we really know ourselves. Clear feedback gives us information we can use to understand ourselves. We can change, grow and develop better relationships with others as we free ourselves from misconceptions and have the opportunity to develop our relationships with others. Feedback brings information from our blind area to the area of free activity in our Johari window.

Use of this model

- The Johari Window is a widely used model for understanding and training self-awareness, personal development, improving communications, interpersonal relationships, group dynamics, team development and inter-group relationships.
- It is used to help people better understand their interpersonal communication and relationships.
- The Johari Window actually represents information - feelings, experience, views, attitudes, skills, intentions, motivation, etc - within or about a person.

The four panes of the Window

The four Johari Window perspectives are called ‘regions’ or ‘areas’ or ‘quadrants’. Each of these regions contains and represents the information - feelings, motivation, etc known about the person, in terms of whether the information is known or unknown by the person, and whether the information is known or unknown by others in the group.

The Johari Window’s four regions, (areas, quadrants, or perspectives) are as follows, showing the quadrant numbers and commonly used names:

1. what is known by the person about him/herself and is also known by others - open area, open self, free area, free self, or ‘the arena’
2. what is unknown by the person about him/herself but which others know - blind area, blind self, or ‘blindspot’
3. what the person knows about him/herself that others do not know - hidden area, hidden self, avoided area, avoided self or ‘facade’
4. what is unknown by the person about him/herself and is also unknown by others - unknown area or unknown self
A. Johari quadrant 1 - 'open self/area' or 'free area' or 'public area', or 'arena'

Johari region 1 is also known as the 'area of free activity'. This is the information about the persons: behaviour, attitude, feelings, emotion, knowledge, experience, skills, views, etc known by the person ('the self') and known by the group ('others').

B. Johari quadrant 2 - 'blind self' or 'blind area' or 'blindspot'

Johari region 2 is what is known about a person by others, but is unknown by the person him/herself. It contains behaviours, feelings and motivations not accessible to the person, but which others can see. Feelings of inadequacy, incompetence, unworthiness, rejection, guilt, dependency, ambivalence for loved ones, needs to control and manipulate, are all difficult to face, and yet can be seen by others. Although revealing what one does not wish to see can be traumatic, nature has provided us with a variety of defense mechanisms to cope with such events, such as denial, ignoring, rationalizing, etc. By seeking or soliciting feedback from others, the aim should be to reduce this area and thereby to increase the open area i.e. to increase self-awareness. This blind area is not an effective or productive space for individuals. This blind area could also be referred to as ignorance about oneself, or issues in which one is deluded. A blind area could also include issues that others are deliberately withholding from a person.

C. Johari quadrant 3 - 'hidden self' or 'hidden area' or 'avoided self/area' or 'facade'

Johari region 3 is what is known to us but kept hidden from, and therefore unknown, to others. This hidden or avoided self represents information, feelings etc, anything that a person knows about him/self, but which is not revealed or is kept hidden from others. The hidden area could also include sensitivities, fears, hidden agendas, manipulative intentions, and secrets; anything that a person knows but does not reveal, for whatever reason. Relevant hidden information and feelings etc should be moved into the open area through the process of 'disclosure'. The aim should be to disclose and expose relevant information and feelings, hence the Johari Window terminology 'self-disclosure' and 'exposure process', thereby increasing the open area. By telling others how we feel and other information about ourselves we reduce the hidden area, and increase the
open area, which enables better understanding, cooperation and trust. Reducing hidden areas also reduces the potential for confusion, misunderstanding and poor communication.

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. Some people are more keen and able than others to disclose. People should disclose at a pace and depth that they find personally comfortable. As with feedback, some people are more resilient than others therefore care needs to be taken to avoid causing emotional upset.

D. Johari quadrant 4 - 'unknown self' or 'area of unknown activity' or 'unknown area'

Johari region 4 contains information, feelings, latent abilities, aptitudes, experiences etc that are unknown to the person him/herself and unknown to others. These unknown issues take a variety of forms: they can be feelings, behaviours, attitudes, capabilities and aptitude which can be positive and useful, or they can be deeper aspects of a person's personality influencing his/her behaviour to various degrees. Large unknown areas would typically be expected in younger people, and people who lack experience or self-belief.

Examples of unknown factors are as follows:

- an ability that is under-estimated or un-tried through lack of opportunity, encouragement, confidence or training
- a natural ability or aptitude that a person doesn't realize they possess
- a fear or aversion that a person does not know they have
- an unknown illness
- repressed or subconscious feelings
- conditioned behaviour or attitudes from childhood

The processes by which this information and knowledge can be uncovered are various, and can be prompted through self-discovery or observation by others, or in certain situations through collective or mutual discovery, exploration media such as personality tests, aptitude tests, IQ tests and the use of other assessments. Counselling can also uncover unknown issues.

How to perform this exercise using the Johari Window

When performing the exercise, the subject/individual is given a list of 55 adjectives and picks five or six that they feel describes their own personality. Peers of the subject are then given the same list and each pick five or six adjectives that describe the subject. These adjectives are then mapped onto a grid. (see list on the following page)
- able
- accepting
- adaptable
- bold
- brave
- calm
- caring
- cheerful
- clever
- complex
- confident
- dependant
- energetic
- extroverted
- friendly
- giving
- happy
- helpful
- idealistic
- independent
- ingenious
- intelligent
- introverted
- kind
- knowledgeable
- logical
- loving
- mature
- modest
- nervous
- observant
- organized
- patient
- powerful
- proud
- quiet
- reflective
- relaxed
- religious
- responsive
- searching
- self-assertive
- self-conscious
- sensible
- sentimental
- shy
- silly
- spontaneous
- sympathetic
- tense
- trustworthy
- warm
- wise
- witty

- Adjectives selected by both the individual and his or her peers are placed into the arena quadrant 1.
- Adjectives selected only by the individual, but not by any of their peers, are placed into the Façade quadrant; representing information about the individual of which their peers are unaware.
- Adjectives that are not selected by the individual but only by their peers are placed into the Blind spot quadrant.
- Adjectives not selected by either the individual or the peers remain in the unknown quadrant.

THE NOHARI WINDOW

A Nohari window is the inversion of the Johari window and is a collection of negative personality traits instead of positive. Below is a list of 55 adjectives. The exercise using the Nohari window is performed in much the same way as the Johari window.

<table>
<thead>
<tr>
<th>Incompetent</th>
<th>Intolerant</th>
<th>Inflexible</th>
<th>Timid</th>
<th>Cowardly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Violent</td>
<td>Aloof</td>
<td>Glum</td>
<td>Stupid</td>
<td>Simple</td>
</tr>
<tr>
<td>Insecure</td>
<td>Irresponsible</td>
<td>Vulgar</td>
<td>Lethargic</td>
<td>Withdrawn</td>
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<tr>
<td>Hostile</td>
<td>Selfish</td>
<td>Unhappy</td>
<td>Unhelpful</td>
<td>Cynical</td>
</tr>
<tr>
<td>Needy</td>
<td>Unimaginative</td>
<td>Inane</td>
<td>Brash</td>
<td>Cruel</td>
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<tr>
<td>Ignorant</td>
<td>Irrational</td>
<td>Distant</td>
<td>Childish</td>
<td>Boastful</td>
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<tr>
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<td>Imperceptive</td>
<td>Chaotic</td>
<td>Impatient</td>
<td>Weak</td>
</tr>
<tr>
<td>embarrassed</td>
<td>loud</td>
<td>vacuous</td>
<td>panicky</td>
<td>unethical</td>
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<td>------------</td>
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<td>-----------</td>
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<tr>
<td>insensitive</td>
<td>self-satisfied</td>
<td>passive</td>
<td>smug</td>
<td>rash</td>
</tr>
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<td>dispassionate</td>
<td>overdramatic</td>
<td>dull</td>
<td>predictable</td>
<td>callous</td>
</tr>
<tr>
<td>inattentive</td>
<td>unreliable</td>
<td>cold</td>
<td>foolish</td>
<td>humourless</td>
</tr>
</tbody>
</table>