

What is a Johari Window? How does it relate to Business Communications?

TERMS

In a Johari Window:

- “Self” is the person subject to the Johari Window analysis
- “Others” refers to the other people in a team

WHAT IS A JOHARI WINDOW?

The Johari Window is a model for self-awareness, personal development, group development and understanding relationships.

The 4 panes, or areas, represent the areas of development. The overall idea is to enlarge the Open Area, and decrease the other three areas. There is no “perfect window.” They are specific to you, may change, and are unique to the individual and the current circumstances.

PURPOSES OF A JOHARI WINDOW

- To reflect on what you know about yourself in a considered way, including what you **are** and what you are **not** willing to share with others
- To seek useful feedback from others so that you can increase your self-awareness
- To gain greater insight and understanding of yourself

To help develop self-awareness you can ask yourself the following questions:

- Who am I?
- Where do I want to be?
- What do I have to offer?
- What do I need to further develop?

As you have probably noticed, these considerations are also closely related to Maslow’s Hierarchy of Needs.

RELEVANT TO BUSINESS

A Johari Window is especially relevant to the business environment and communications because it represents what is sometimes known as “soft skills.” These include empathy, cooperation, inter-group development, and interpersonal relationships. The Johari Window can be used as a simple yet very effective tool for improving communications, group dynamics, and team development.

As we saw in the 4 stages of team development: **Forming, Storming, Norming, and Performing**, team dynamics, communications, and inter-relationships are quite challenging, yet they are critical elements of developing effective communications that maximize organizational resources.

I have included two short videos on the following pages that may also help you understand and appreciate the Johari Window. *The text of this audio is available for down load on the ‘Conclusion’ page for this Chapter.*

COMPLETION

As you have seen, there are many important elements to consider when developing effective teams. The effectiveness is most often dependent upon the role of the manager and how he or she can guide the teams toward respectful communications.

Among many elements, too numerous to mention here, are the considerations for:

- Directive and supportive behavior
- Recognition of Theory X and Theory Y and how that factors into your culture and organizational effectiveness
- How we view ourselves through Maslow's Hierarchy of Needs
- How we interpret the actions of others when considering Maslow's Hierarchy of Needs
- How self-reflection through the tools such as a Johari Window can help us to communicate not only with others, but with ourselves
- The importance of listening, nonverbal communications and metacommunications
- Positive and Poor listening behaviors, and much more

This completes the IMU for Part 1, Chapter 2.