



## ROADBLOCKS TO OPEN COMMUNICATION



1. **Ordering, Directing, Commanding:** telling the other person to do something, giving an order or command without reason or explanation (You must, You have to, You will do as I say)
2. **Warning, Threatening:** telling the other person the consequences that will occur if he/she doesn't do something (If you don't then..., Wait until your father gets home.)
3. **Moralizing, Preaching, (should and ought):** using vague authority as truth, even when it is not linked to the reality of the situation (You should, You ought, It's your duty...even if you don't want to)
4. **Advising:** giving solutions or suggestions to others because you think you know best. Telling the other person how to solve a problem, giving them advice or suggestion even though the person didn't ask for it (what I would do is..., I would...in your situation)
5. **Teaching, Lecturing, Giving logical arguments:** trying to influence the other person w/ facts, counter-arguments, logic, or information of your own opinion (What you did wrong was..., do you realize..., I read that..., I would do that because...)
6. **Judging, Criticizing, Disagreeing, Blaming:** making a negative judgment or evaluation of the other person (you are lazy, argumentative... You'll never change! I don't believe you because you are...)
7. **Name-calling, Labeling, Stereotyping:** putting the other person in a category, usually negatively (you are a liar, he doesn't change, you are the "dopey" in the family, all girls are weak, etc.)
8. **Interpreting, Analyzing, Diagnosing:** telling the other person what his/her motives are or analyzing what he/she is doing or saying; communicating that you have the other person figured out and diagnosed (you're trying to get attention..., you cry because you don't have self-esteem)
9. **Denying the importance of Another's Feelings:** trying to "make" the other feel that his/her feelings are not important. Telling the other person that you know how they feel. (you don't really feel that way..., men don't cry, I know how you feel because that happened to me too)
10. **Probing, Questioning, Interrogating, Cross-Examining:** trying to find reasons, motives and/or causes, rather than focusing on what the person wants to say (asking Why? Who? When? ...without listening first)
11. **Withdrawing, Distracting, Using Sarcasm, Humoring, Diverting:** trying to change the subject, ignoring the problem, avoiding responsibility (it's no big deal, you're exaggerating)
12. **Determined to Win:** make your point, have the last word (it is because I say so)