TWELVE ROADBLOCKS TO COMMUNICATIVE LISTENING
(Thomas Gordon, PhD)

While the following may be used in some clinical situations, they do not usually facilitate communication in a counseling session. In fact, they have a negative affect when the goal is to get the client to open up to the counselor.

1) Ordering, directing, commanding

2) Warning or threatening

3) Giving advice, making suggestions, or providing solutions

4) Persuading with logic, arguing, or lecturing

5) Moralizing, preaching, or telling clients what they “should” be

6) Disagreeing, judging, criticizing, or blaming

7) Agreeing, approving, or praising

8) Shaming, ridiculing, or labeling

9) Interpreting or analyzing

10) Reassuring, sympathizing, or consoling

11) Questioning or probing

12) Withdrawing, distracting, humoring, or changing the subject