

TWELEVE 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