

## Twelve Roadblocks to Communication

- 1) Ordering, directing, or 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” do
- 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