

# Roadblocks to Effective Communication

Some discussion methods tend to intensify problems rather than alleviate them. Those are called roadblocks to effective communication. Twelve roadblocks are as follows.



## Judging

1. Judging, criticizing, blaming: "That's really immature."
2. Name-calling, ridiculing: "You're such a baby!"
3. Interpreting, diagnosing: "You're just jealous of her."
4. Praising, agreeing: "Well, I think you're pretty (or smart or a great player)."

## Sending Solutions

5. Ordering, directing, commanding: "Don't ever talk to me like that!"
6. Warning, admonishing, threatening: "If you do that, you'll be sorry."
7. Exhorting, moralizing, preaching: "You ought to do this: . . ."

## Avoiding the Other's Concerns

8. Advising or giving solutions: "Just go make friends with someone else."
9. Diverting, distracting: "Why don't you try burning down the school?"
10. Lecturing, teaching, giving logical arguments: "Let's look at the facts: . . ."
11. Reassuring, sympathizing: "Don't worry, everything will work out fine."

(The material on this resource is adapted from *People Skills: How to Assert Yourself, Listen to Others, and Resolve Conflicts*, by Robert Bolton [New York: Simon and Schuster, 1979], pages 17–26. Copyright © 1979 by Simon and Schuster. Adapted with permission of Simon and Schuster Adult Publishing Group.)