

12 Roadblocks to Communication

“I just can’t get down to doing my homework. I hate it! And I hate school. It’s boring. They teach you nothing important to your life - just a bunch of junk. When I’m old enough, I’m going to quit school. You don’t need schooling to get ahead in this world.”

Typical Response

Roadblock

“No son of mine is going to quit school I won’t allow it.”

ORDERING, DIRECTING, DEMANDING

“Quit school and you’ll get no financial help from me.”

THREATENING, WARNING

“Learning is the most rewarding experience anyone can have.”

MORALIZING, PREACHING

“Why don’t you make a schedule for yourself to do you homework?”

ADVISING, GIVING SOLUTIONS

“A college graduate earns over fifty percent more than a high school graduate.”

LECTURING, TEACHING, GIVING FACTS

“You’re being shortsighted and your thinking shows immaturity.”

JUDGING, BLAMING, CRITICIZING

“You’ve always been a good student, with lots of potential.”

PRAISING, BUTTERING UP

“You’re talking like one of those punk drop-outs.”

NAME CALLING, RIDICULING

“You don’t like school because you’re afraid to put out the effort.”

INTERPRETING, ANALYZING

“I know how you feel, but school will be better your senior year.”

REASSURING, SYMPATHIZING

“What would you do without an education? How would you make a living?”

PROBING, QUESTIONING, INTERROGATING

“No problems at the dinner table! How’s basketball going?”

WITHDRAWING, DIVERTING, DISTRACTING

These typical responses carry a high risk of producing certain negative effects on children. In reaction, the children may:

Stop talking.

Become defensive, resistive.

Argue, retaliate.

Feel inadequate or inferior.

Become resentful, angry.

Feel wrong, bad, guilty.

Feel unaccepted as they are.

Feel you are trying to change them.

Feel you don't trust them to solve their own problems.

Feel you've taken over their problem.

Feel they are not understood.

Feel interrupted, cut off.

Feel misunderstood, frustrated.

Feel they're on the witness stand, cross-examined.

Feel you're not interested, that you want to get rid of the problem.

Our Responses Any of the 12 Roadblocks?

Roadblocks	Responses
ORDERING, DIRECTING, DEMANDING	
THREATENING, WARNING	
MORALIZING, PREACHING	
ADVISING, GIVING SOLUTIONS	
LECTURING, TEACHING, GIVING FACTS	
JUDGING, BLAMING, CRITICIZING	
PRAISING, BUTTERING UP	
NAME CALLING, RIDICULING	
INTERPRETING, ANALYZING	
REASSURING, SYMPATHIZING	
PROBING, QUESTIONING, INTERROGATING	
WITHDRAWING, DIVERTING, DISTRACTING	

REFLECTIVE LISTENING _____