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Communication Barriers

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Communication Barriers

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The Dirty Dozen

Communication Barriers

1. Criticizing
2. Name calling
3. Diagnosing
4. Praising
5. Ordering
6. Threatening
7. Moralizing
8. Excessive/inappropriate questioning
9. Advising
10. Diverting
11. Logical argument
12. Reassuring

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1. Criticizing

- a. Judgmental roadblock to criticism
- b. Keep people improve
- c. Parents, teacher, supervisor
- d. Seven praises for every criticism

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2. Name Calling

- a. Negative overtones to sender & receiver
- b. N word, White trash, bitch, jerk
- c. Labeling based on stereo types
- d. Labeling prevents us from knowing ourselves and others



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3. Diagnosing

- a. Playing psychologist
- b. Trying to describe motives and reasons



**Keep Talking
I'm Diagnosing You.**

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4. Praise

- a. Use of gimmick to get people to change
- b. Alternative motive, effort to control/manipulate
- c. People's response: it was mainly luck; it wasn't that good.

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5. Ordering

- a. Coercive solution backed by force
- b. People resist and resentful



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6. Threatening

- a. Solution sent with emphasis on punishment if solution is not implemented
- b. Threats produce resentment/resistance

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7. Moralizing

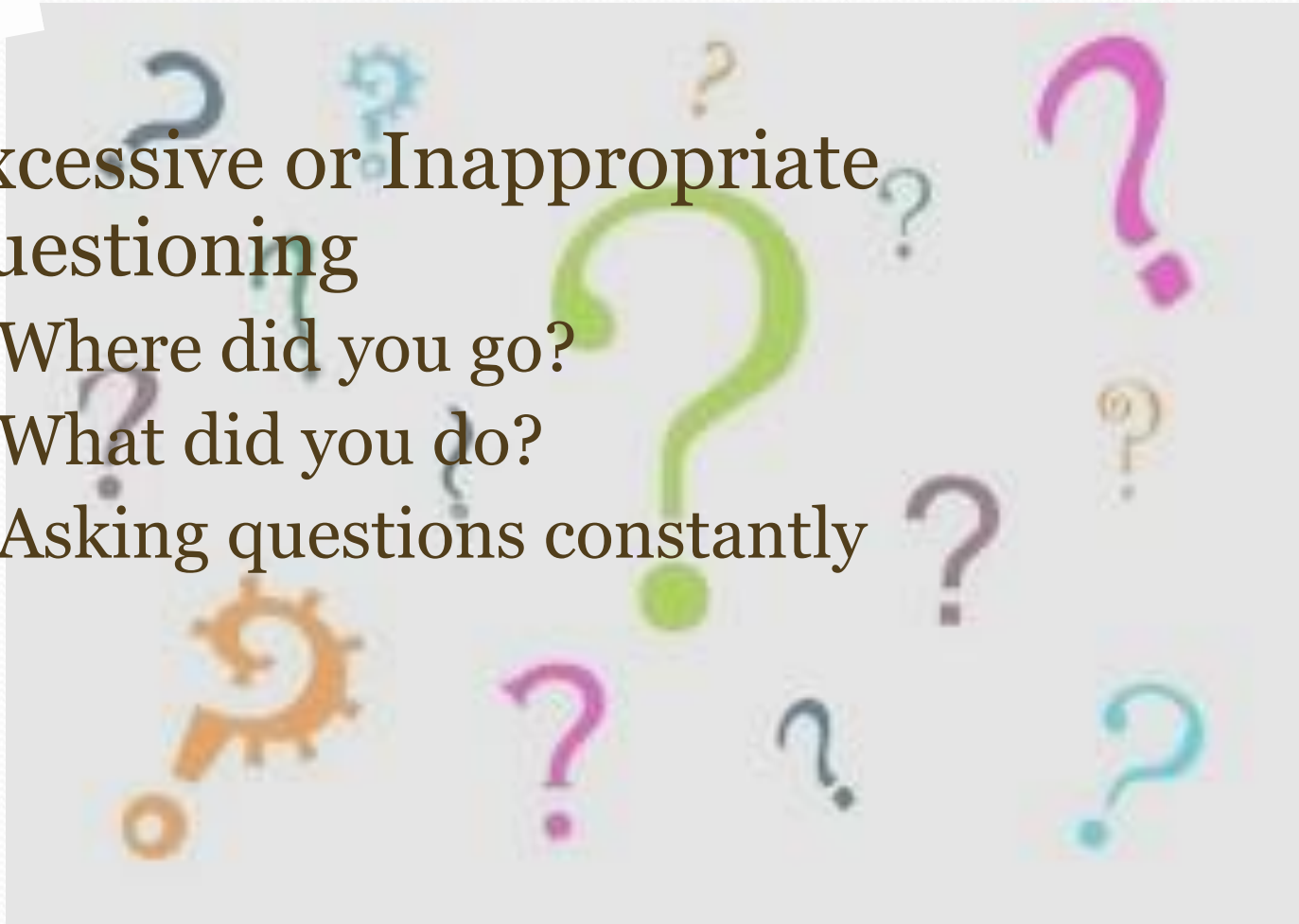
- a. Putting halo around solutions with shoulds, oughts, “it is the right thing to do”, guilt trip
- b. Demoralizing, fosters anxiety, arouses resentment, creates guilt and invites pretense

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8. Excessive or Inappropriate Questioning

- a. Where did you go?
- b. What did you do?
- c. Asking questions constantly





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“Questions are incomplete, indirect, veiled, impassionate and consequently ineffective messages that often breed defense reactions and resistance. They are rarely simple requests for information, but an indirect means of attaining an end, a way of manipulating the person being questioned.”





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9. Advising

- a. Giving unsolicited advice
- b. Insult to other person's intelligence
- c. Implies lack of confidence in person to deal with their problems
- d. Advisor seldom understands the full range of the issue



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10. Diverting

- a. Switching the concerns of the person to your own concerns
- b. Divert conversation because of lack of listening skills
- c. Want to focus attention in themselves
- d. Cannot handle certain emotional topics; switch to more comfortable

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11. Logical Argument

- a. Providing logical argument when a person is stressed can be infuriating
- b. Logic focuses on facts and avoids emotion
- c. Keeps others at emotional distance; noninvolvement; withdrawal

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12. Reassuring

- a. Way of comforting another person while actually doing the opposite
- b. Wanting to be helpful without the emotional demands that go with it