

AI-01032 12 Roadblocks of Communication

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What was Thomas Gordon's concept of Roadblocks to Communication. List the 12 Roadblock, explain and then Delve.

Thomas Gordon's concept of Roadblocks to Communication identifies twelve common behaviors that hinder effective listening and communication. These roadblocks, instead of helping the speaker, actually create barriers and prevent them from fully expressing themselves.

Here's a breakdown of the 12 Roadblocks:

1. **Ordering, Directing, Commanding:** Telling someone what to do shuts down their ability to think for themselves and express their feelings. (e.g., "Don't be upset," "You should clean your room.")
2. **Warning, Threatening, Admonishing:** Using threats or warnings puts the speaker on the defensive and discourages open communication. (e.g., "If you don't finish your homework, you'll be grounded," "You better not be lying to me.")
3. **Moralizing, Preaching, "Shoulds" and "Oughts":** Telling someone what they "should" or "ought" to do implies they're wrong and can be condescending. (e.g., "You shouldn't feel that way," "You really ought to be more grateful.")
4. **Advising, Giving Solutions, Suggesting:** Jumping in with solutions prevents the speaker from finding their own answers and can make them feel unheard. (e.g., "Why don't you just...?" "Have you tried...?")
5. **Using Logic, Arguing:** Focusing on logic shuts down the speaker's emotions and can escalate conflict. It suggests their feelings are wrong. (e.g., "But think about it logically..." "You're just overreacting.")

6. **Criticizing, Judging, Blaming:** Attacking the person makes them feel defensive and shuts down communication. (e.g., "You're always so messy," "That was a stupid thing to do.")
7. **Praising, Agreeing, Supporting (excessive):** While seemingly positive, excessive praise or agreement can feel patronizing and prevent the speaker from expressing their true feelings. (e.g., "That's a great idea! You're always so smart," "Don't worry, everything will be fine.")
8. **Labeling, Name-Calling, Ridiculing:** Using labels or insults shuts down communication and creates emotional distance. (e.g., "You're such a drama queen," "You're being so lazy.")
9. **Analyzing, Interpreting, Diagnosing:** Trying to analyze or diagnose the speaker's feelings can make them feel misunderstood and unheard. (e.g., "The reason you're upset is because..." "You're just afraid of failure.")
10. **Reassuring, Sympathizing, Consoling:** While empathy is important, excessive reassurance can minimize the speaker's feelings. (e.g., "Don't worry, it's not a big deal," "There, there, everything will be alright.")
11. **Questioning, Probing, Interrogating:** A constant barrage of questions can feel like an attack and prevent the speaker from expressing themselves freely. (e.g., "Why are you feeling this way?" "What exactly happened?")
12. **Avoiding, Diverting, Ignoring:** Ignoring or changing the subject shows a lack of interest in what the speaker is saying and shuts down communication. (e.g., "Let's not talk about this now," "Oh, hey look at that...")

By understanding these roadblocks, we can become more mindful listeners and create a safe space for open communication.