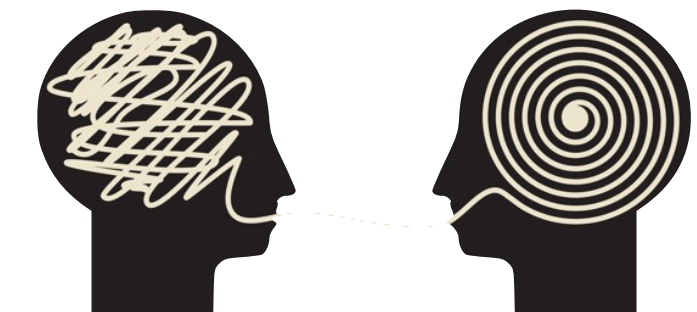


COUNTERPRODUCTIVE COMMUNICATION

What Doesn't Work

Jacob Campbell, Ph.D. LICSW - Fall 2025- SOWK 486 Heritage University

BIG BANG THEORY



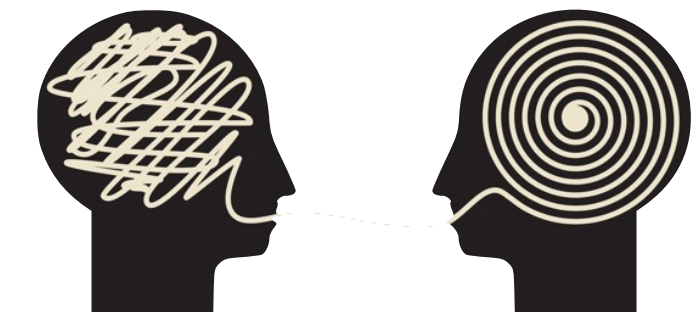
WEEK SEVEN PLAN

AGENDA

- Parts and best practices of verbal and nonverbal communication
- Verbal communication
- Barriers to communication

LEARNING OBJECTIVES

- Identify and describe common counterproductive communication patterns and interviewing roadblocks.
- Evaluate and apply verbal and nonverbal communication techniques to strengthen therapeutic rapport.
- Reflect on how implicit bias and personal communication styles influence engagement.



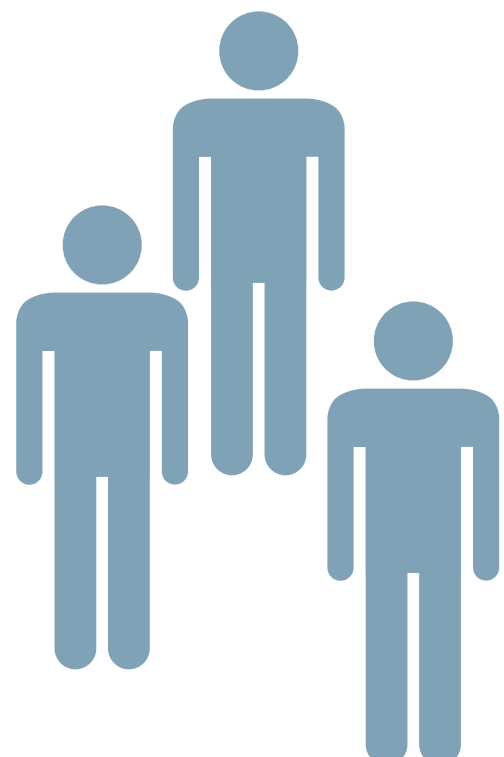
IN CLASS TEACH BACK ACTIVITY

Students are to develop a 5-10 minute short presentation teaching your peers about assessing the chosen area.



Demonstrate

- Assessing Biophysical Functioning (pp. 168-172)
- Assessing Cognitive/Perceptual Functioning (pp. 172-176)
- Assessing Affective Functioning (pp. 176-180)
- Assessing Behavioral Functioning (pp. 180-182)
- Assessing Environmental System (pp. 182-186)



Group Discussion

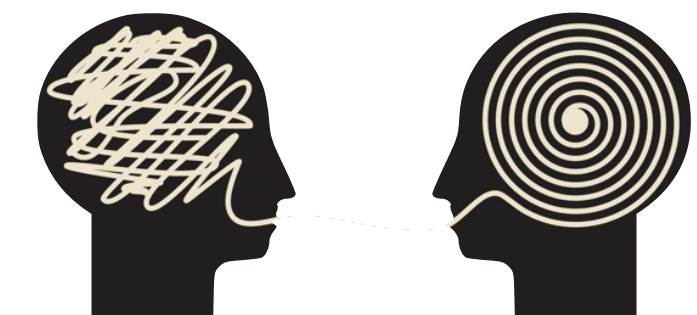


**Coming
Next
Week**

Provide Info

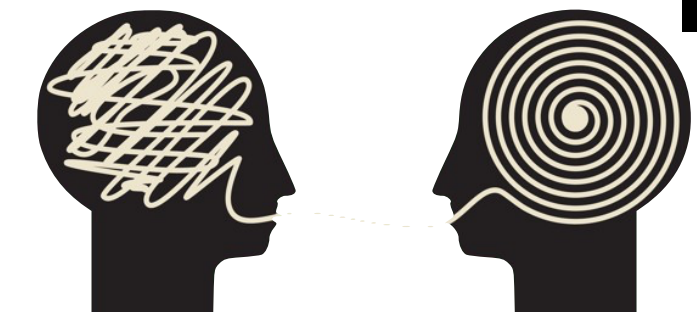


(Hepworth et al., 2023)

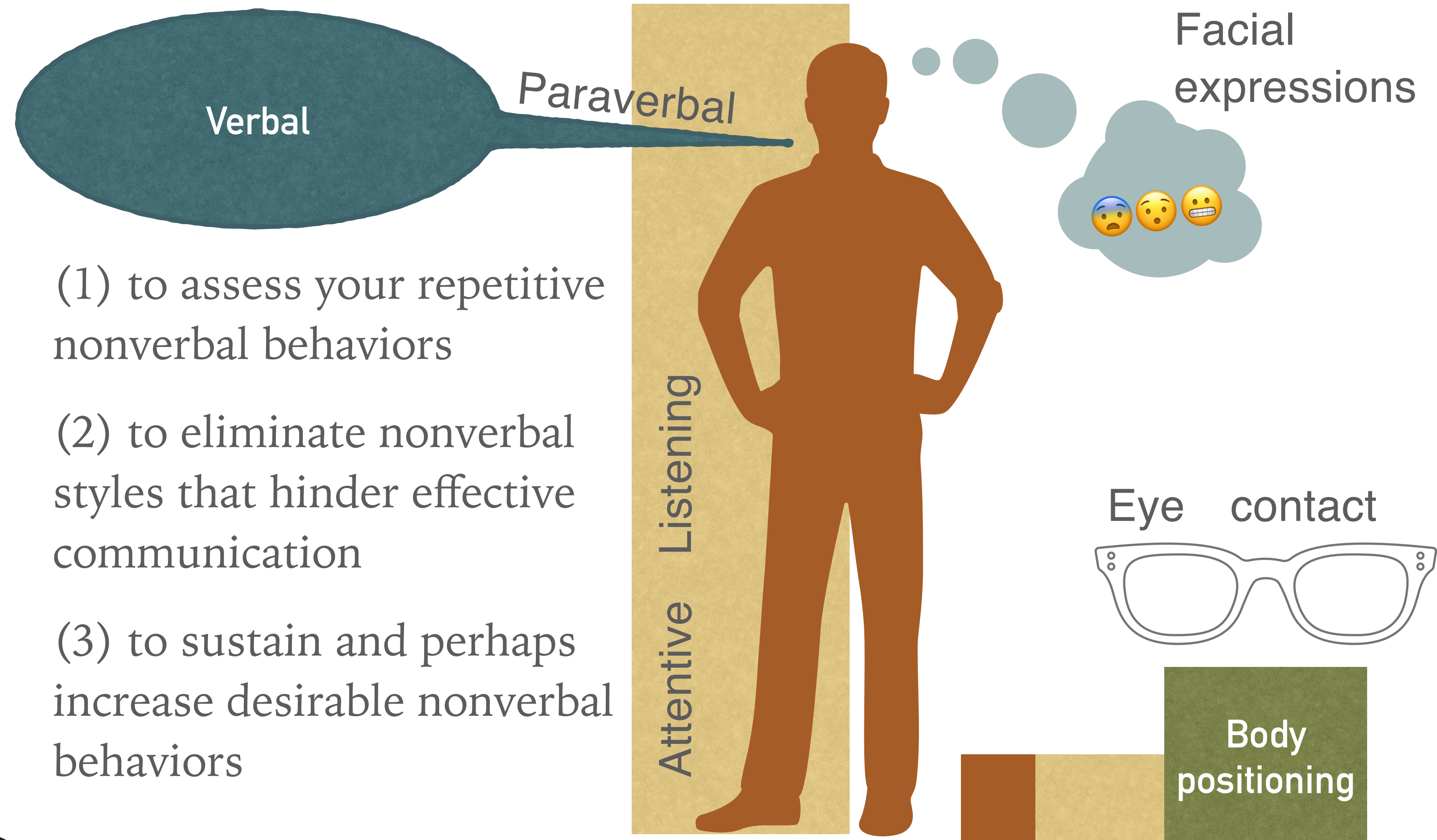


VERBAL AND NONVERBAL BEHAVIOR

Lie to Me



VERBAL AND NONVERBAL BEHAVIOR

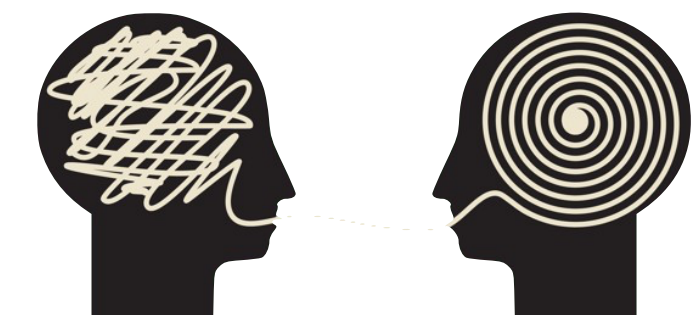


THE OPPOSITE OF TALKING
ISN'T LISTENING. THE
OPPOSITE OF TALKING IS
WAITING.

Fran Lebowitz

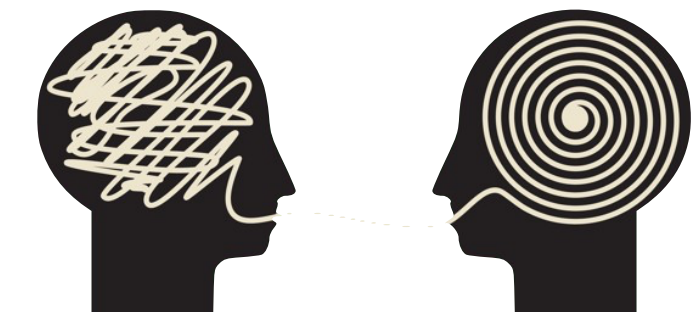
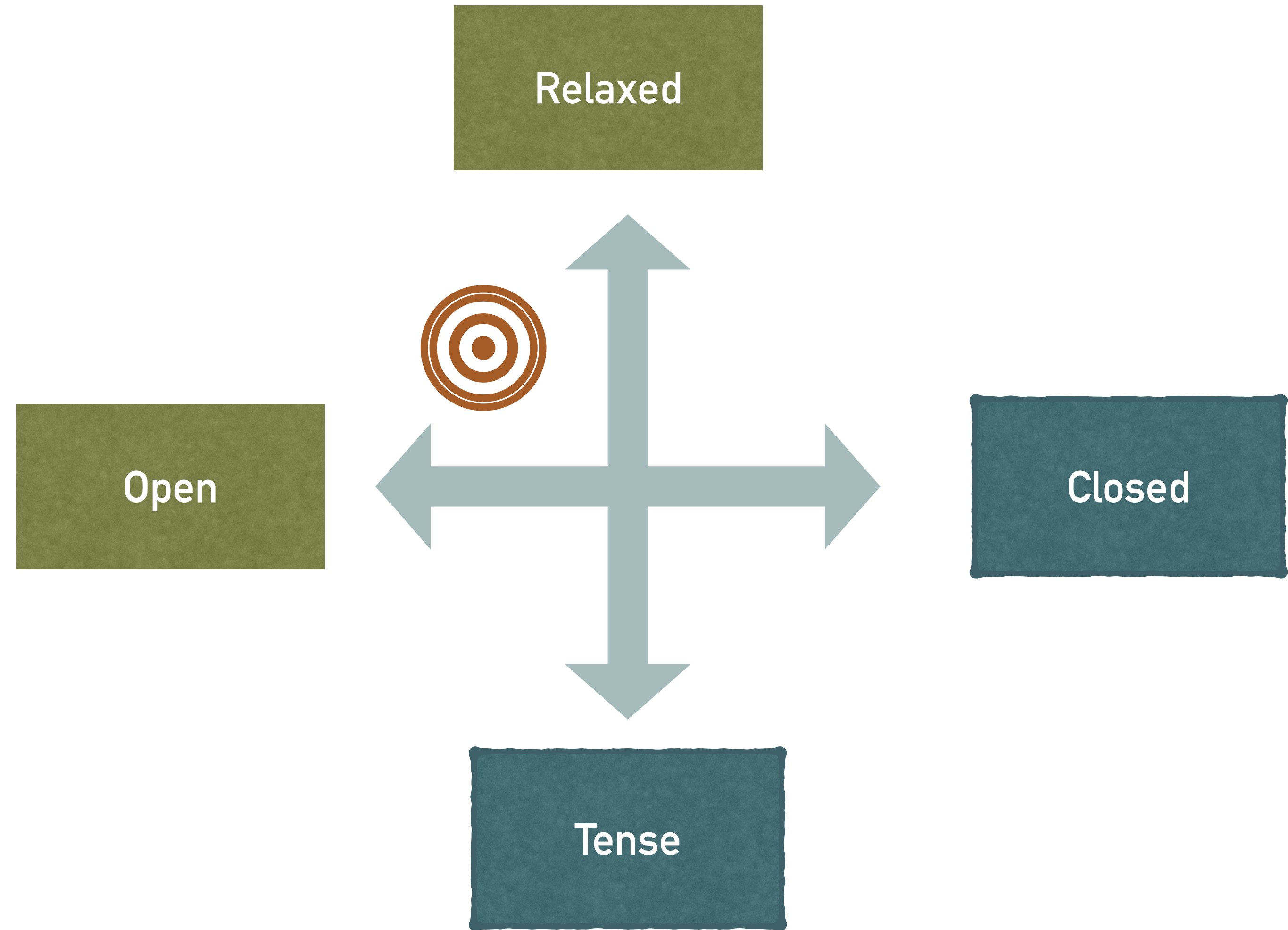


Attentive Listening



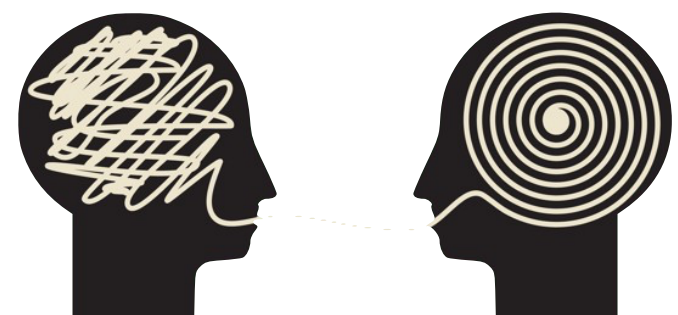
PSYCHOMOTOR BEHAVIOR (BODY POSITIONING/POSTURE)

Our posture and body positioning is important in thinking about is one way that we provide information to others.



POSTURE

Recommended	Not Recommended
<ul style="list-style-type: none">➤ Arms and hands moderately expressive; appropriate gestures➤ Body leaning slightly forward; attentive but relaxed	<ul style="list-style-type: none">➤ Rigid body position; arms tightly folded➤ Body turned at an angle to client➤ Fidgeting with hands➤ Squirming or rocking in chair➤ Leaning back or placing feet on desk➤ Hand or fingers over mouth➤ Pointing finger for emphasis



EYE CONTACT

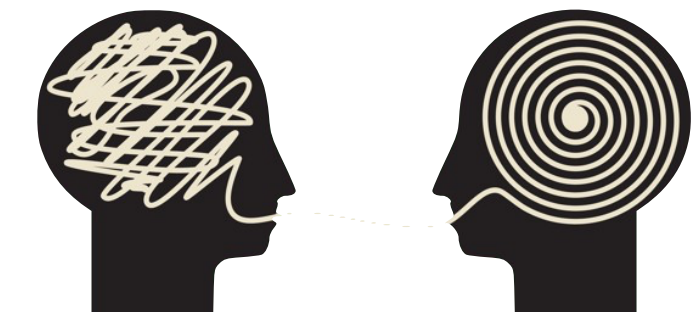
- Eye contact is important in establishing rapport with clients
- It is important to remember that eye contact varies among different cultural backgrounds.



No Eye
Contact

Moderate Eye
Contact

Constant Eye
Contact



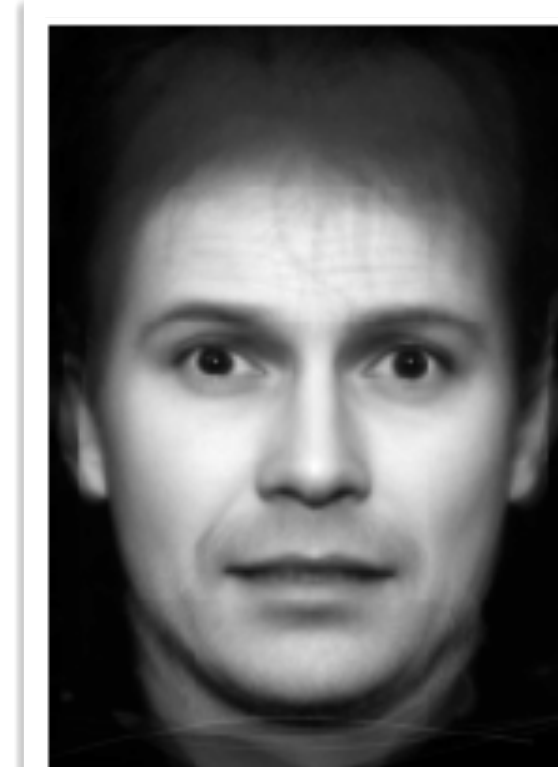
FACIAL FEATURES



Anger



Disgust



Fear



Joy



Sadness



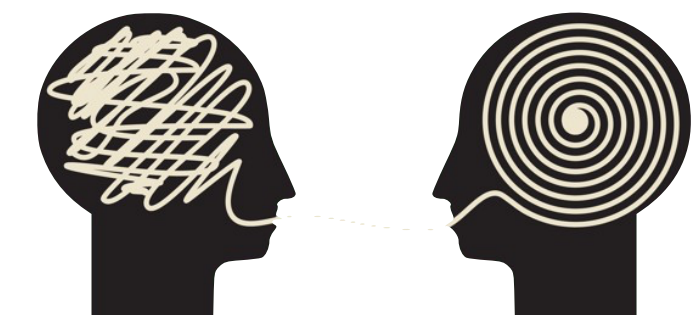
Surprise

(Mizgajski & Morzy, 2019)

Counterproductive Communication

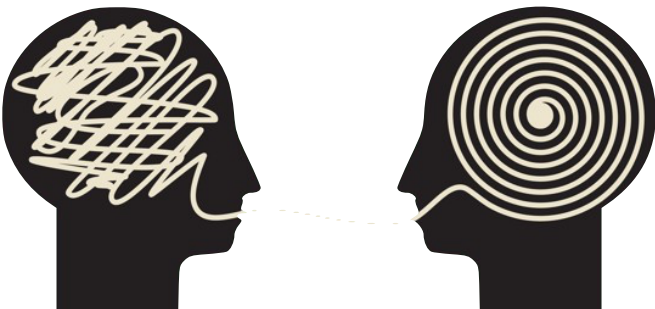
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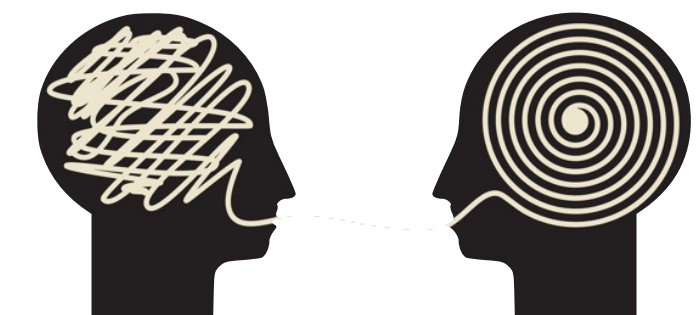
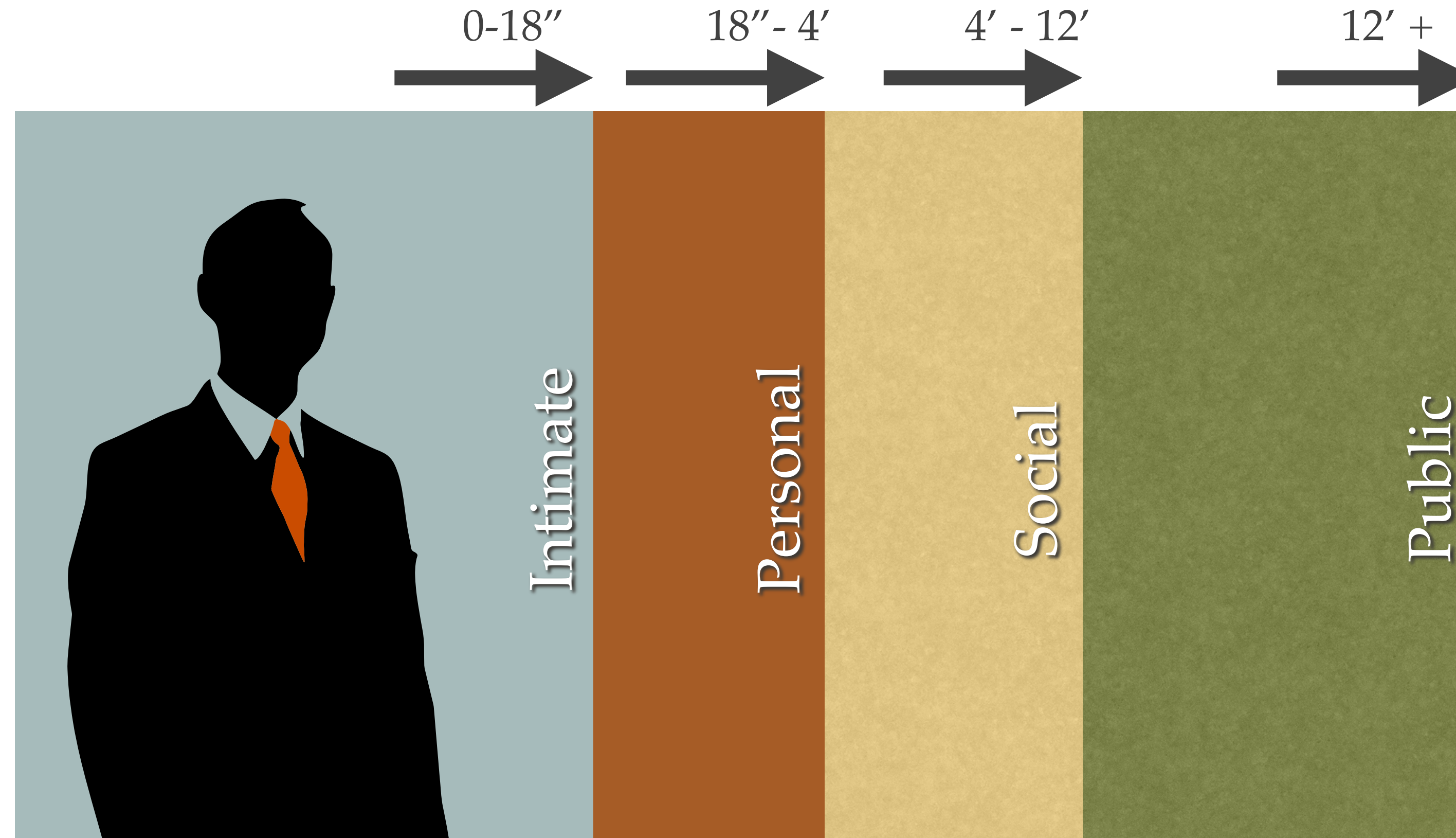


FACIAL EXPRESSIONS

Recommended	Not Recommended
<ul style="list-style-type: none">➤ Direct eye contact (except when culturally proscribed)➤ Warmth and concern reflected in facial expression➤ Eyes at same level as client's➤ Appropriately varied and animated facial expressions➤ Mouth relaxed; occasional smiles	<ul style="list-style-type: none">➤ Avoidance of eye contact➤ Staring or fixating on person or object➤ Lifting eyebrow critically➤ Eye level higher or lower than client's➤ Nodding head excessively➤ Yawning➤ Frozen or rigid facial expressions➤ Inappropriate slight smile➤ Pursing or biting lips



BODY POSITIONING



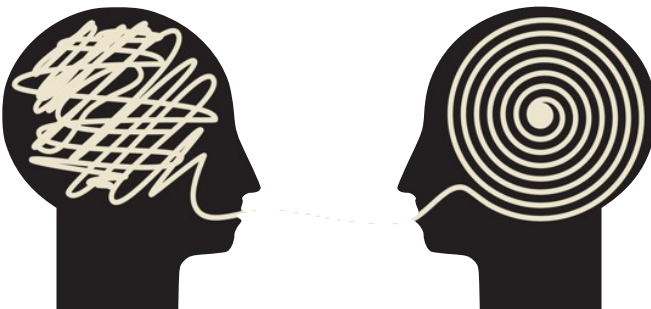
PHYSICAL PROXIMITY

Recommended

- Three to five feet between chairs

Not Recommended

- Excessive closeness or distance
- Talking across desk or other barrier

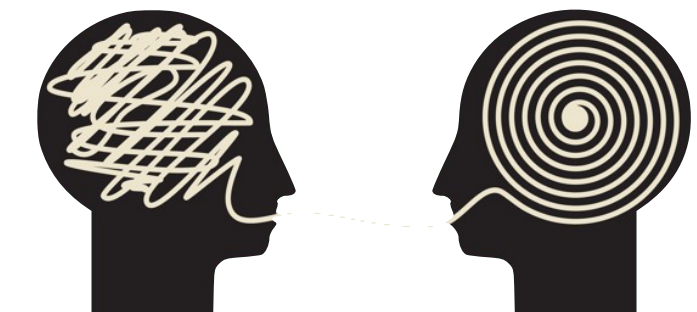


PARAVERBAL COMMUNICATION

Tone

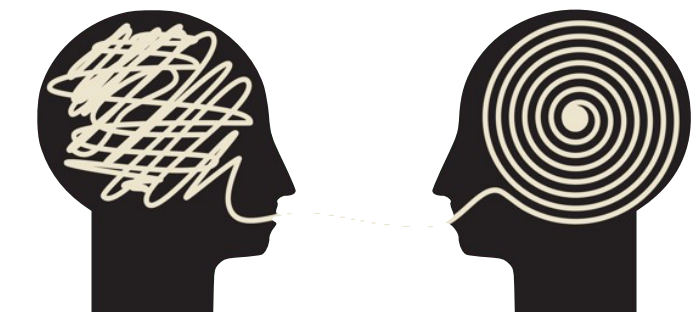
Volume

Cadence



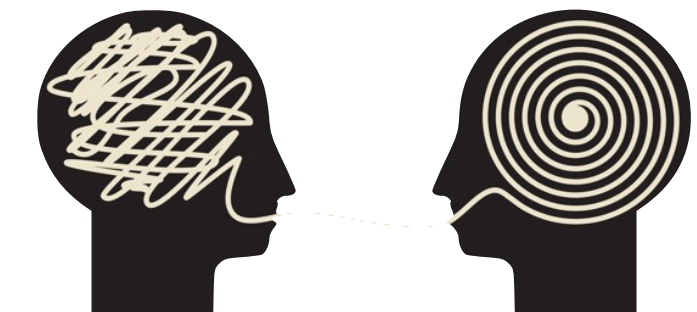
TONE OF VOICE

HOW CAN I HELP YOU



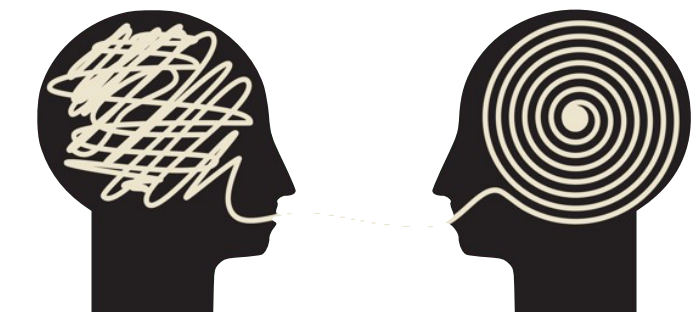
TONE OF VOICE

HOW **CAN** I HELP YOU



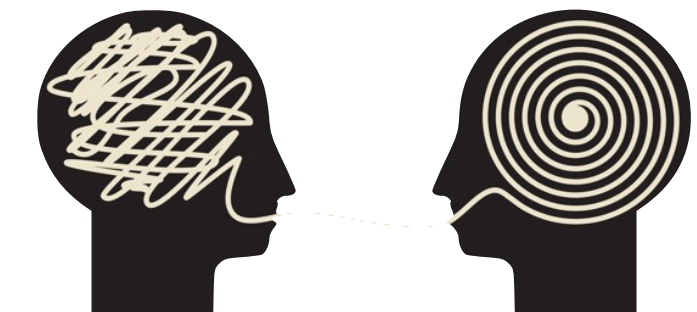
TONE OF VOICE

HOW CAN **I** HELP YOU



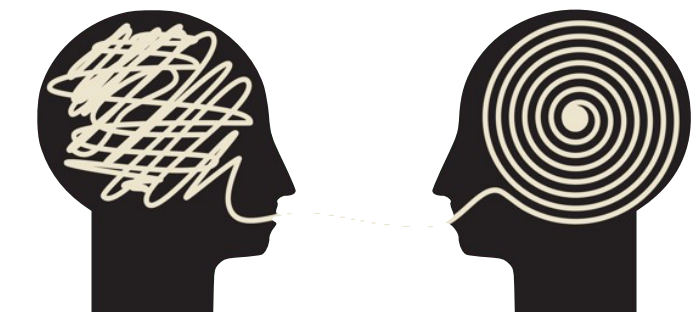
TONE OF VOICE

HOW CAN I **HELP** YOU



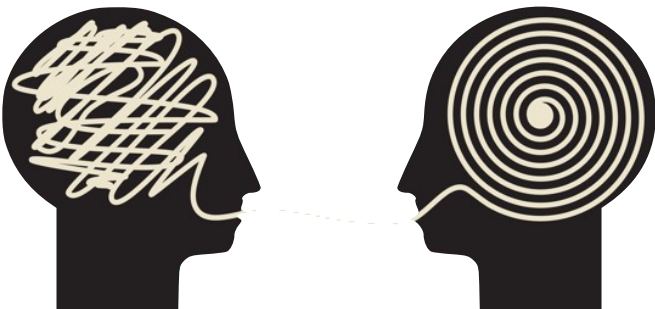
TONE OF VOICE

HOW CAN I HELP **YOU**

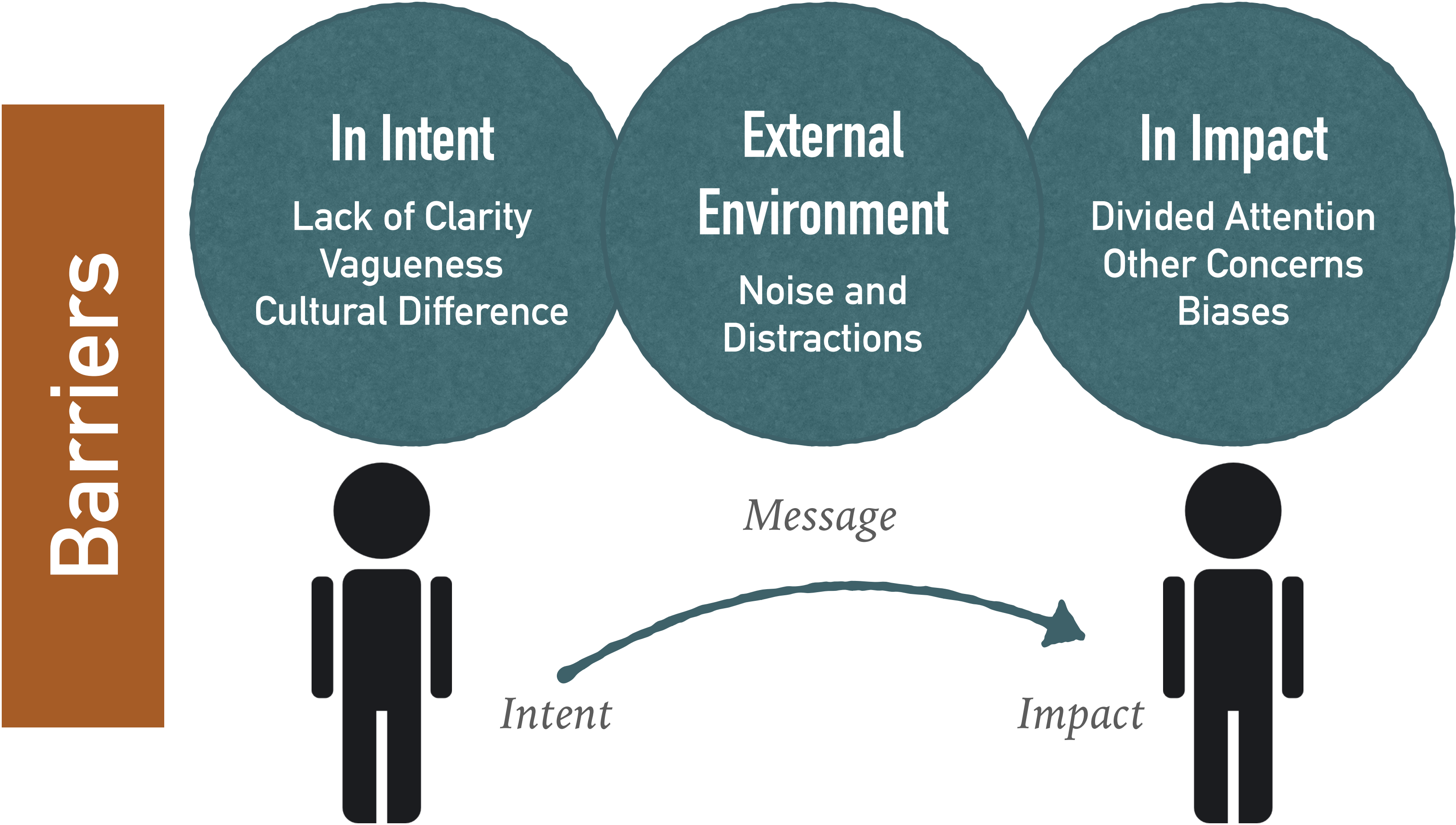


VOICE

Recommended	Not Recommended
<ul style="list-style-type: none">➤ Clearly audible but not loud➤ Warmth in tone of voice➤ Voice modulated to reflect nuances of feeling and emotional tone of client messages➤ Moderate speech tempo	<ul style="list-style-type: none">➤ Mumbling or speaking inaudibly➤ Monotonic voice➤ Halting speech➤ Frequent grammatical errors➤ Prolonged silences➤ Excessively animated speech➤ Slow, rapid, or staccato speech➤ Nervous laughter➤ Consistent clearing of throat➤ Speaking loudly



VERBAL COMMUNICATION

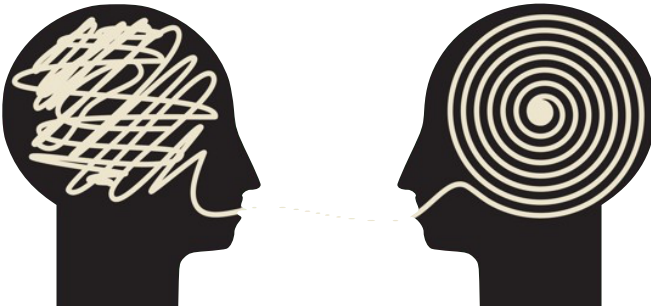


(Kirst-Ashman and Hull, 2015)

Counterproductive Communication

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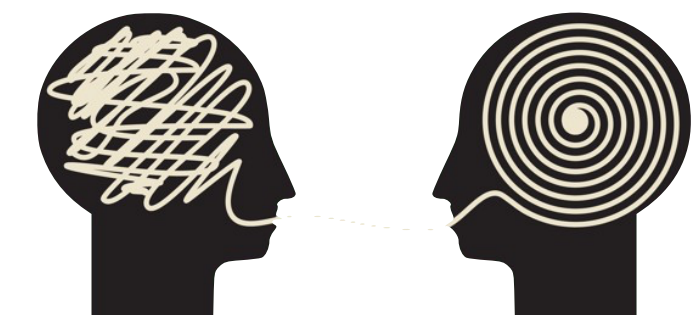
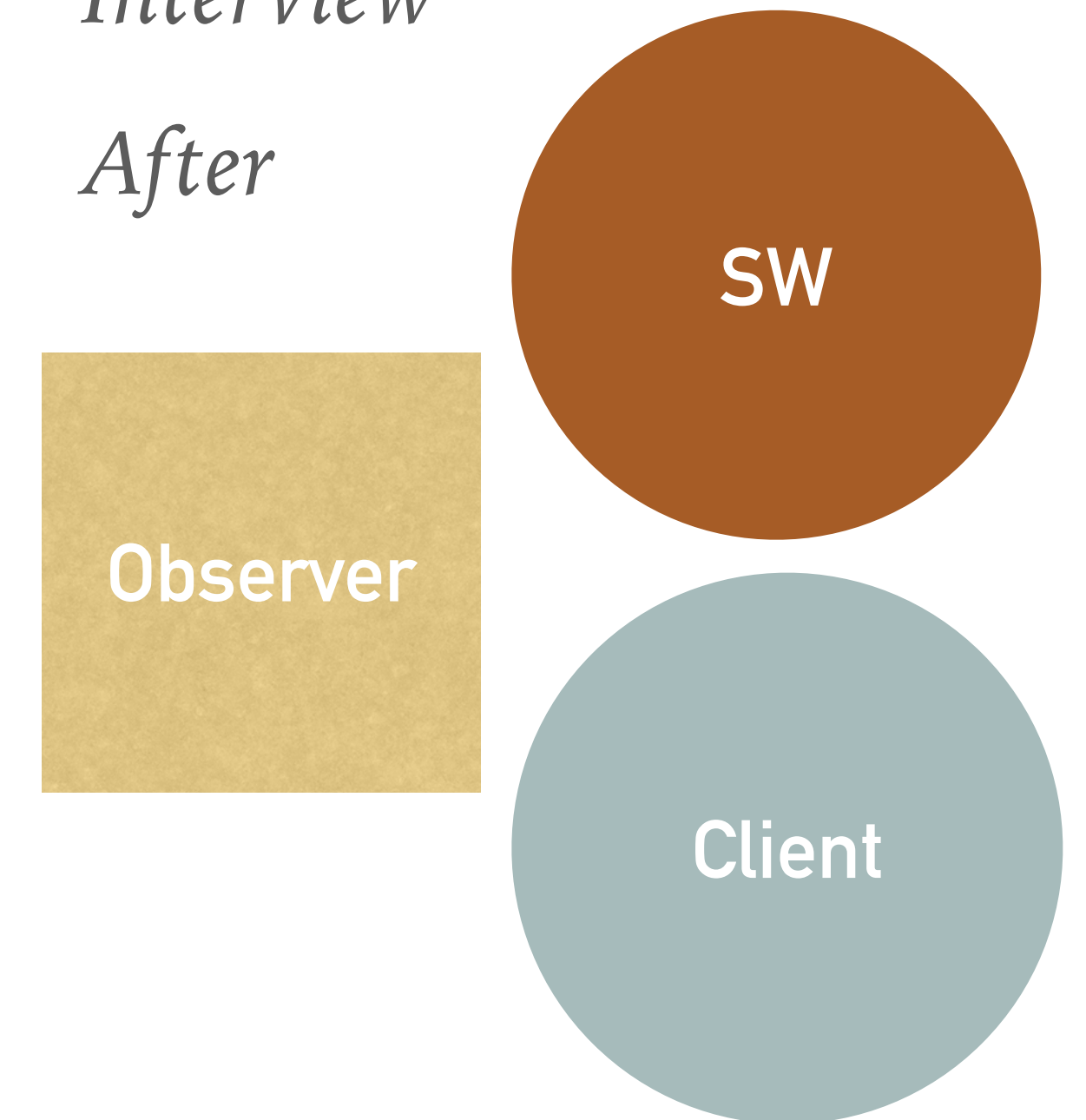
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ROLE PLAY SESSION 2

You were referred to domestic violence services by a friend who is concerned about the behaviors that your significant other has been engaging in and is hoping that you will seek further help. You feel conflicted, acknowledging that there is some violence, but feel that marriage is sacred, that you should be loyal, and that things will just work out.

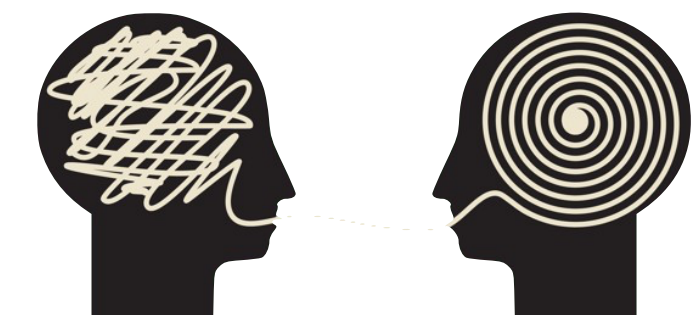
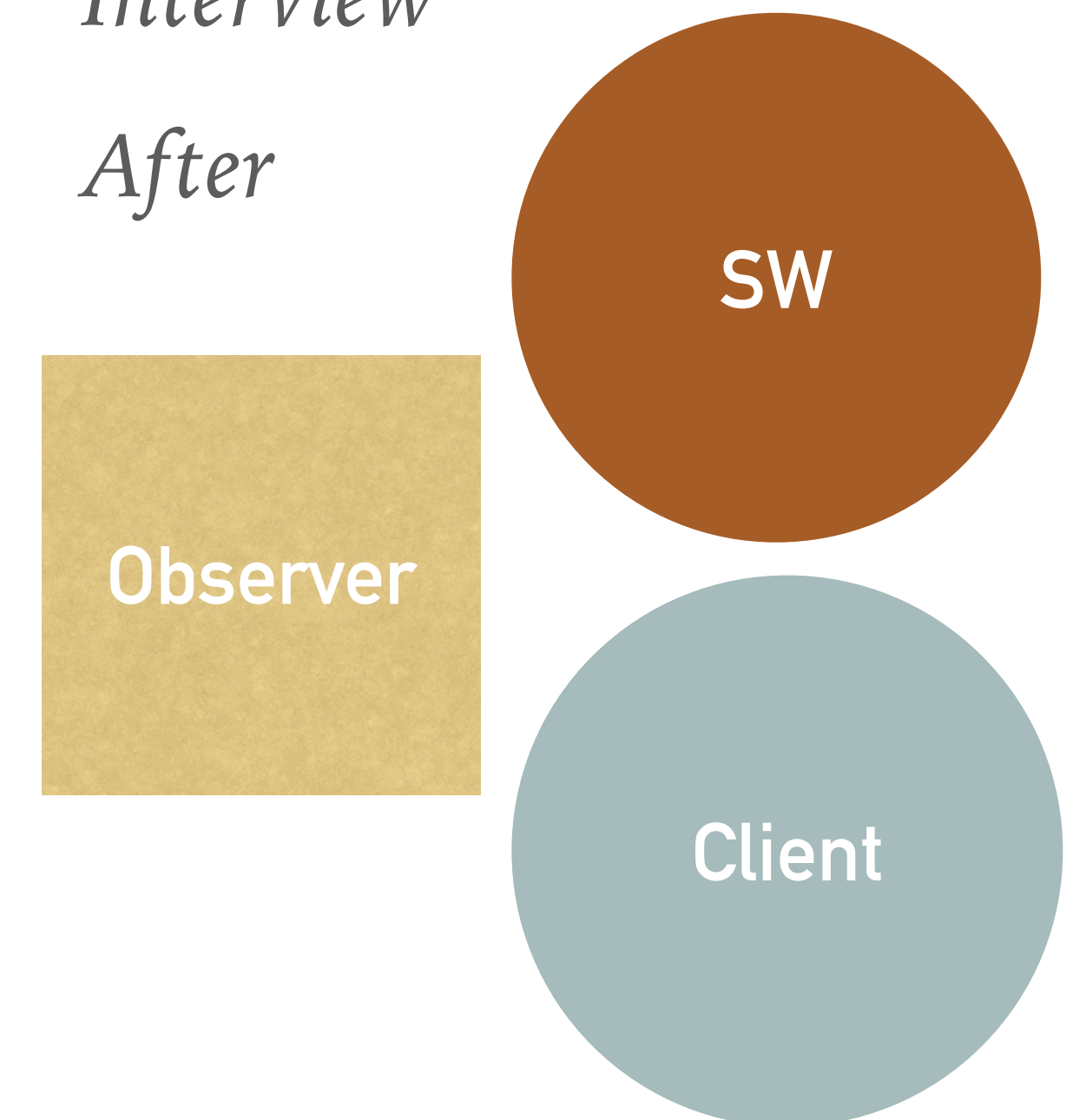
Before
Interview
After



ROLE PLAY SESSION 3

You have been homeless for the last few months after a relationship ended. You have been couch surfing and staying with various friends. You are seeing a therapist and they referred you to case manager to help find options around housing and to practice working on some coping skills.

Before
Interview
After



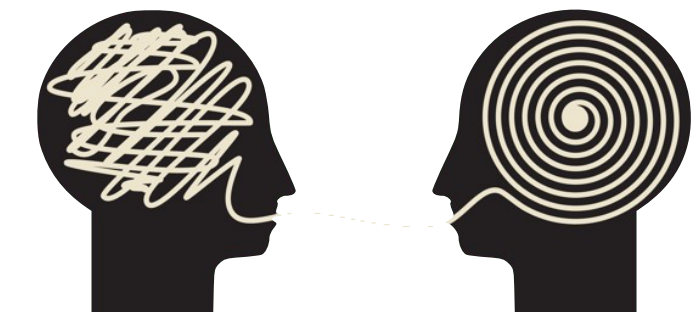


TWELVE COMMUNICATION ROADBLOCKS

TWELVE COMMUNICATION ROADBLOCKS

1. Ordering, directing, commanding
2. Warning, admonishing, threatening
3. Exhorting, moralizing, preaching
4. Advising and giving solutions or suggestions
5. Lecturing, teaching, giving logical arguments
6. Judging, criticizing, disagreeing, blaming

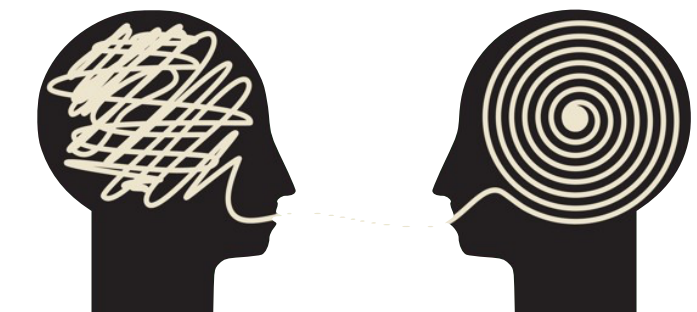
(Gordon, 2003)




TWELVE COMMUNICATION ROADBLOCKS

7. Praising, agreeing
8. Name calling, ridiculing, shaming
9. Interpreting, analyzing, diagnosing
10. Reassuring, sympathizing, consoling, supporting
11. Probing, questioning, interrogating
12. Withdrawing, distracting, humoring, diverting

(Gordon, 2003)



- 
- What counterproductive communication pattern you do
 - How have you seen counterproductive communication impact a conversation
 - A personal story about counterproductive communication in your life
 - A way that you try to use positive communication patterns in your life

TWELVE COMMUNICATION ROADBLOCKS

INAPPROPRIATE INTERVIEWING TECHNIQUE BARRIERS

- Stacking questions
- Asking leading questions
- Interrupting inappropriately or excessively
- Dominating the interaction
- Keeping discussion focused on safe topics
- Responding infrequently
- Parroting or overusing certain phrases or clichés
- Vague effusive positivity
- Dwelling on the remote past
- Tangential exploration
- Failing to be aware of implicit and cognitive bias

