

COMMUNICATION BLOCKERS

The following phrases and attitudes will not help in preparing or encouraging people to communicate positively:

ORDER	‘You must’, ‘Don’t you....’
THREATEN	‘You had better’, ‘If you don’t’
PREACH	‘You should’, ‘When I was your age I used to’
LECTURE	‘Here is where things are going wrong’
JUDGE	‘You don’t seem to care very much’
EXCUSE	‘Don’t worry, you’ll feel better later’
ANALYSE	‘I believe you haven’t been able to admit this to yourself’
PROVOKE	‘She said you really disturbed her. What have you got to say about that?’
INTERROGATE	‘What were you doing there? Who else was there? How long for?’
MORALISE	‘This is really not the sort of thing we like to hear about’

Add any other kinds of phrase you think would also block communications

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