

Barriers To Communication

Judging

1. Criticizing
2. Name-calling
3. Diagnosing
4. Praising Evaluatively

The Dirty Dozen

Sending Solutions

5. Ordering
6. Threatening
7. Moralizing
8. Inappropriate/ Excessive Questioning
9. Advising



Avoiding

10. Diverting
11. Logical Argument
12. Reassuring

