

## 10 ROAD BLOCKS TO EFFECTIVE COMMUNICATION

Road Block	Definition	Example(s)	Situation	Adult Response
<b>1. Judging</b>	Making a judgment	1) You should ... and 2) You ought to ...	Mom, I'm not sure what to do about my class schedule this year. It's really tough with all the extras I've got to do.	You should take every math and science course offered. You ought to see how important that is.
<b>2. Rejecting</b>	Giving no support	It's your problem, not mine.	Dad, that boy just took my truck.	It's your problem. You solve it.
<b>3. Blaming, Criticizing</b>	Placing fault on the other person	It's your fault.	Mom, the jar of glue just fell over on the floor.	Look what you did! The carpet is ruined! It's all your fault!
<b>4. Labeling</b>	Calling negative names or words that are negative	Only a dummy would do it that way.	Your 8-year-old got dressed for school—orange and blue shirt, green and yellow striped pants, red socks, sandals, and a baseball hat.	Only a clown would dress like that for school!
<b>5. Transferring</b>	Not listening and jumping in with one's own problems	Let me tell what happened to me.	Dad, it's not my fault my math teacher hates me.	Let me tell you about my boss. You think you've got trouble!
<b>6. Ordering</b>	Giving solutions with no choices	You must do this now.	I think I'll go to the movies tonight Mom.	You will not. You're going to stay home and study. You're going to bring your grades up.
<b>7. Threatening, Bribing</b>	Using threats or bribes to try to make someone do something	1) If you don't do what I want ... and 2) If you do what I want, I do this for you.	But Dad, it's the last night for "Star Wars," and I haven't seen it.	If you don't study, there will be no car this weekend.
<b>8. Waffling</b>	Not being clear and consistent in setting limits	1) Well, maybe ..., 2) We'll see ..., and 3) I'll think about it ...	Mom, I really need to know if I can go to the concert on Saturday night.	We'll see—I'll think about it.
<b>9. Nagging</b>	Persistently repeating orders or requests	1) I've told you a thousand times ... and 2) How many times do I have to ask you to ...	I'll pick up the puzzle later Dad.	I'm not going to tell you again. I've told you ten times to pick it up. Now!
<b>10. Acting</b>	Using body language that sends negative messages or that rebuffs; being physically abusive	1) Crossing arms, 2) Not looking at speaker, 3) Walking away, 4) Tapping feet, 5) Shaking finger in face, 6) Hitting, and 7) Kicking.	Your child comes home from school, slams the door shut, drops his/her clothes on the floor, kicks the cabinet, and turns on the TV.	You frown, cross your arms, tap your foot, and stand in front of your child.

## 10 BUILDING BLOCKS TO EFFECTIVE COMMUNICATION

Building Block	Definition	Example(s)	Situation	Adult Response
<b>1. Listening</b>	Focusing on the present; not bringing up <i>past</i> problems or mistakes; creating <i>safety</i> to express anything	I feel that right now you need me to just listen to you.	Dad, it's been a terrible day. Absolutely horrible—I really messed up!	Would you like to tell me about it? I'll just listen.
<b>2. Praising</b>	Giving earned rewards frequently; recognizing <i>efforts</i> rather than products or end results	You worked so long and so hard on the project.	Look at what I made with my blocks and trucks and sticks!	You worked a long time to build your city and look at how you used every block.
<b>3. Feeling</b>	Sharing feelings such as anger, joy, and frustration; using "I" statements	1) I feel ..., 2) I'm so angry when you ..., and 3) I love you.	I hate you!	I love you and feel very sad when you say that.
<b>4. Respecting</b>	Letting others make decisions; avoiding judging and advising; trying to help him/her make his/her own decisions	1) It's your choice. and 2) What can I do to help you?	Mom, I don't know what to do. He says he will break up with me if I don't go all the way.	What can I do to help you with this tough decision?
<b>5. Listening</b>	Identifying the feeling as well as the content and asking the person to confirm it	It sounds like you were very <i>frustrated</i> by the class change. Is that right?	I can't believe that my teacher is giving me a "C" on my paper. I worked really hard and did everything he told me to do.	You sound very frustrated and disappointed? Is that right? Would you like to talk about it?
<b>6. Trusting</b>	Being consistent; asking for input and understanding that children need to learn in their own way even if they make mistakes	I know you will be thoughtful and responsible.	She is a good driver. She is careful and makes everyone wear a seatbelt. Can I ride to the lake with her?	I know I can trust you and you have good judgment.
<b>7. Affirming</b>	Finding the <i>positive</i> to express	1) You are so competent. and 2) You make me happy when you ...	Dad, look at me, look at me! I swam to the other side of the pool.	You are such a good swimmer and know how to be safe in the water.
<b>8. Reflective Listening</b>	Reflecting what another says; paraphrasing a person's words so he/she know he/she has been heard	You sound angry about your friend's response. Is that so?	You won't believe what she said and did to me. I'll never be her friend again!	You sound very angry with her. Is that right? Would you like to talk about it?
<b>9. Clarifying</b>	Asking for more information when unsure	Could you tell me more about ...?	I hate him. I don't care if I ever play with him again.	Can you tell me more about what happened with him?
<b>10. Acting</b>	Finding physical ways to show care, concern, and attention	1) Making eye contact, 2) Touching when appropriate, 3) Hugging, 4) Staying near the person.	Your son comes home from school, slams the door shut, kicks the cabinet, and turns on the TV.	You sit next to him, hold his hand, look him in the eye, and <i>then</i> tell him that you would like to know why he's angry.