

Barriers to Communication

(People Skills; How to Assert Yourself, Listen to Others, and Resolve Conflicts. Robert Bolton, PH.D.)

JUDGING

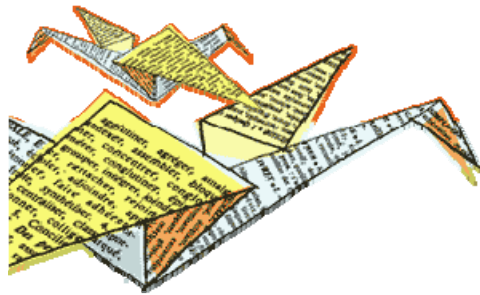
Criticizing
Name-calling
Diagnosing
Praising Evaluatively

SENDING SOLUTIONS:

Ordering
Threatening
Moralizing
Excessive/Inappropriate Questioning
Advising

AVOIDING THE OTHER'S CONCERNS

Diverting
Logical Argument
Reassuring



I often ponder over the nature of true human sincerity...it is a rare and difficult thing; and how much it depends on the person who is listening to us! There are those who pull down the barriers and make the way smooth; there are those who force the doors and enter our territory like invaders; there are those who barricade us in, shut us in upon ourselves, dig ditches and throw up walls around us; there are those who set us out of tune and listen only to our false notes; there are those for whom we always remain stranger, speaking an unknown tongue. And when it is our turn to listen, which of these are we...?"
~Anonymous

