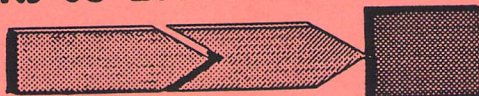


Win / Win Communication Skills

Key 5: Effective leaders listen and communicate.

Leaders build community and build relationships by encouraging shared understanding. By listening and sharing from our heart we learn, grow and become part of a team and community.

Roadblocks to Effective Communication



There are some methods which tend to intensify problems rather than alleviate problems. These are called **Roadblocks to Effective Communication**. The Twelve Roadblocks are:

Judging

1. Judging, criticizing, blaming: "That's really immature."
2. Name-calling, ridiculing: "Okay, you little baby."
3. Interpreting, diagnosing: "You're just jealous of _____."
4. Praising, agreeing: "Well, I think you're pretty/smart/a good player."

Sending Solutions

5. Ordering, directing, commanding: "Don't ever talk to me like that!"
6. Warning, admonishing, threatening: "If you do that, you'll be sorry."
7. Exhorting, moralizing, preaching: "You ought to do this..."
8. Excessive/inappropriate questioning: "Why do you suppose you have school?"

Avoiding the Other's Concerns

9. Advising or giving solutions: "Go make friends with someone else."
10. Diverting, distracting: "Why don't you try burning down the school?"
11. Lecturing, teaching, giving logical arguments: "Let's look at the facts..."
12. Reassuring, sympathizing: "Don't worry, things will work out fine."

* next to ones you find Most Annoying when Done to You