

Thomas Gordon's 12 Roadblocks to Listening

- 1) Ordering, directing
- 2) Warning, threatening
- 3) Giving advice, making suggestions, providing solutions
- 4) Persuading with logic, arguing, lecturing
- 5) Moralizing, preaching
- 6) Judging, criticizing, blaming
- 7) Agreeing, approving, praising
- 8) Shaming, ridiculing, name-calling
- 9) Interpreting, analyzing
- 10) Reasoning, sympathizing
- 11) Questioning, probing
- 12) Withdrawing, distracting, humoring, changing the subject