

# Communication Blockers

Communication Blockers prevent constructive communication. Instead of helping to avoid or resolve a conflict, they make the situation worse.

<b>Interrupting</b> Shows that you are not interested in what someone is saying.	<b>Sarcasm</b> Conveys a lack of respect; suggests that you don't believe the other person.
<b>Accusing/Blaming</b> Implies that you have already decided that the person is guilty, even before you hear their side of the story.	<b>Insulting/Name-Calling</b> Demonstrates anger and disrespect, but provides no information.
<b>Globalizing</b> Draws attention away from the problem at hand through vague, un-provable accusations: "You always do that." "You never do this."	<b>Threatening/Ordering/Giving Ultimatums</b> Attempts to overpower the other person, rather than promote understanding or find solutions.
<b>Diagnosing</b> Presumes that you understand the situation better than they do.	<b>Pat Reassurances</b> Makes the other person feel that you don't take what they say seriously.
<b>Judging</b> Puts you on a higher level than the other person.	<b>Changing the Subject</b> Shows that you are not interested or not paying attention.