

## **Gordon's Twelve Roadblocks to Effective Listening**

1. Ordering, directing or commanding.
2. Warning or threatening.
3. Giving advice, making suggestions, or providing solutions.
4. Persuading with logic, arguing or lecturing.
5. Moralizing, preaching, telling clients what they "should do".
6. Disagreeing, judging, criticizing, or blaming.
7. Agreeing, approving, or praising.
8. Shaming, ridiculing, or labeling.
9. Interpreting or analyzing.
10. Reassuring, sympathizing or consoling.
11. Questioning or probing.
12. Withdrawing, distracting, humoring or changing the subject.