



Thomas Gordon's 12 ROADBLOCKS



1. Ordering, Directing, Commanding
 - "Don't say that"
 - "You've have got to deal with reality"
 - "You need to apologize"
2. Warning or Threatening
 - "If you don't start listening you are going to lose your job"
 - "This is the last time you are going to get away with that"
3. Giving Advice, Making Suggestions, Providing Solutions
 - "What I would do is..."
 - "Why don't you..."
 - "Have you ever tried..."
4. Persuading with Logic, Arguing, Lecturing
 - "Yes, but..."
 - "You know how many times I have heard this same excuse"
5. Moralizing or Preaching
 - "You really ought to..."
 - "You really shouldn't smoke, it's bad you and for your family."
6. Judging, Criticizing, Directing, Blaming
 - "It's your own fault."
 - "You are being so selfish."
 - "I can't believe you didn't know better."
7. Agreeing, Approving, Praising
 - "You are absolutely right."
 - "That's what I would do."
8. Shaming, Ridiculing, Name-Calling
 - "That was really stupid"
 - "You should be ashamed of yourself"
 - "How could you have done such a thing?"
9. Interpreting or Analyzing
 - "You don't really mean that."
 - "You know what the real issue is, don't you?"
10. Reassuring, Sympathizing, Consoling
 - "It's okay, it's not that bad."
 - "Don't worry, everything will be alright"
11. Questioning or Probing
 - "How are you going to manage that?"
 - "Doesn't that upset you?"
12. Withdrawing, Distracting, Humoring, Changing the Subject
 - "Can we talk about that some other time?"
 - "That reminds me of a time when I ..."