

*Enclosure No. 3 to "No Lose conflict solving" tool*

## List of communication roadblocks

1. Ordering, Directing: "Stop feeling sorry for yourself..."
2. Warning, Threatening: "You'll never make friends if..." "You'd better stop worrying so much or..."
3. Moralizing, Preaching: "Life is not a bowl of cherries..." "You shouldn't feel that way..." "Patience is a virtue you should learn..."
4. Advising, Giving Solutions: "What I would do is...", "Why don't you..." "Let me suggest..."
5. Persuading with Logic, Arguing: "Here is why you are wrong..." "The facts are..." "Yes, but..."
6. Judging, Criticizing, Blaming: "You are not thinking maturely..." "You are just lazy..." "Maybe you started the fight first..."
7. Praising, Agreeing: "Well, I think you're doing a great job!" "You're right!--that teacher sounds awful."
8. Name-calling, Ridiculing: "Crybaby--", "That's stupid to worry about one low test grade."
9. Analyzing, Diagnosing: "What's wrong with you is..." "You're just tired." "What you really mean is..."
10. Reassuring, Sympathizing: "Don't worry." "You'll feel better." "Oh, cheer up!"
11. Questioning, Probing: "Why..." "Who...?" "What did you...?" "How...?"
12. Diverting, Sarcasm, Withdrawal: "Let's talk about pleasant things..." "Why don't you try running the world!?" Remaining silent, turning away

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This tool can be found on the project website: [crocoos.tka.hu](http://crocoos.tka.hu)

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