Name_____ Period_____

COMMUNICATION ROADBLOCKS

"You've Got Mail" clips

Steps to good communication:
- Unconditional love
- Passive listening
- Encourager Statements
- Listening
- Problem solving
- Sharing inner feelings
- "I" messages

Roadblocks to communication:
- Criticism
- Attacking
- Interrogating
- Not listening
- Threatening
- Avoidance
- "You" message

List which of these communications were used in each of the following situations:

1. At the party:

2. With the cashier at the grocery store:

3. At the café:

4. After he left the table:

5. How did she feel after speaking her mind to Joe Fox?

6. E-mail explanation for not being there:

7. In the elevator:

8. When she leaves her store for the last time:

9. Responding to the married question:

10. On the street: