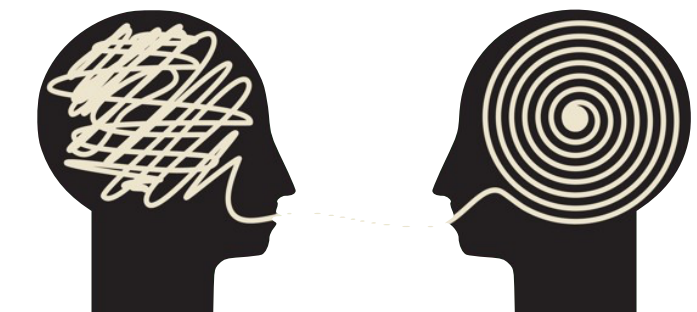


COUNTERPRODUCTIVE COMMUNICATION

What Doesn't Work

BIG BANG THEORY



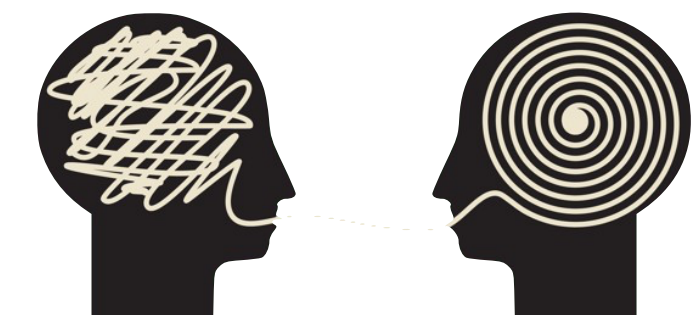
Fall 2022 - SOWK 486

*Counterproductive
Communication*

Jacob Campbell, LICSW at Heritage University

AGENDA

- Parts and best practices of verbal and nonverbal communication
- Reflective responding
- Barriers to communication



VERBAL AND NONVERBAL BEHAVIOR

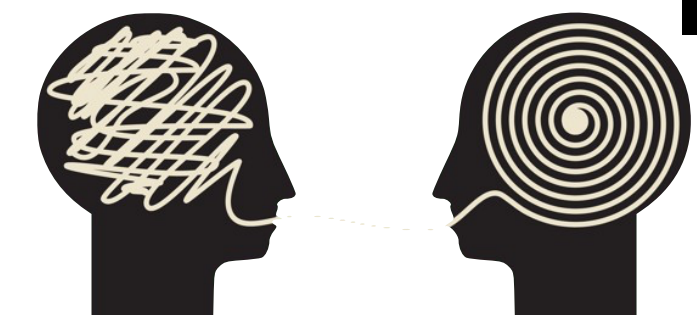
Lie to Me



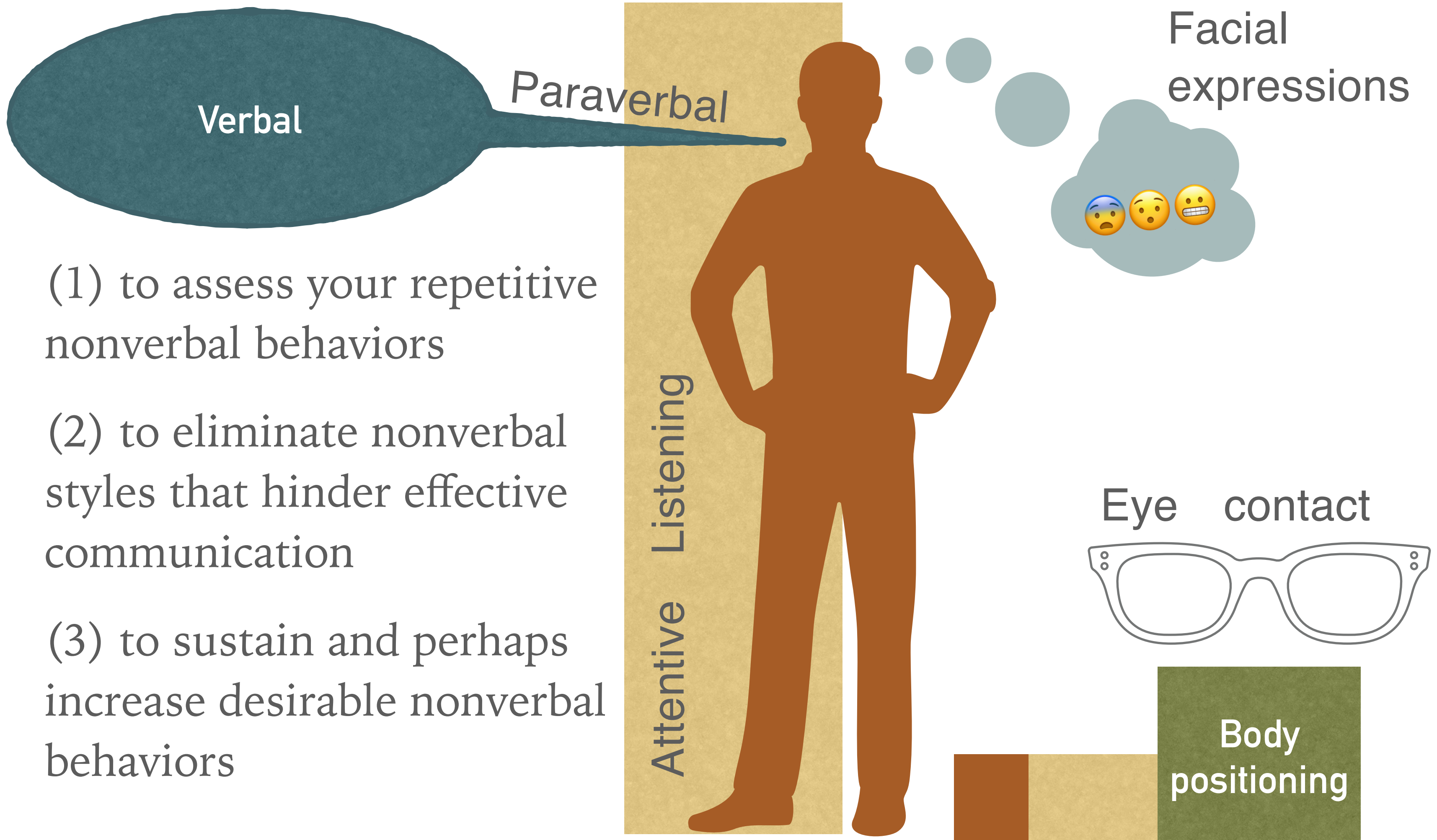
Fall 2022 - SOWK 486

Counterproductive
Communication

Jacob Campbell, LICSW at Heritage University



VERBAL AND NONVERBAL BEHAVIOR



(1) to assess your repetitive nonverbal behaviors

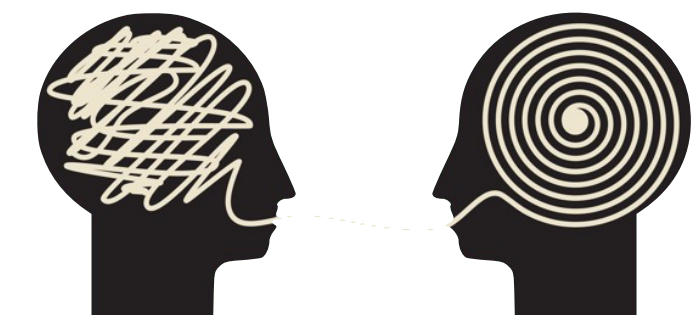
(2) to eliminate nonverbal styles that hinder effective communication

(3) to sustain and perhaps increase desirable nonverbal behaviors

Counterproductive
Communication

Jacob Campbell, LICSW at Heritage University

Fall 2022 - SOWK 486

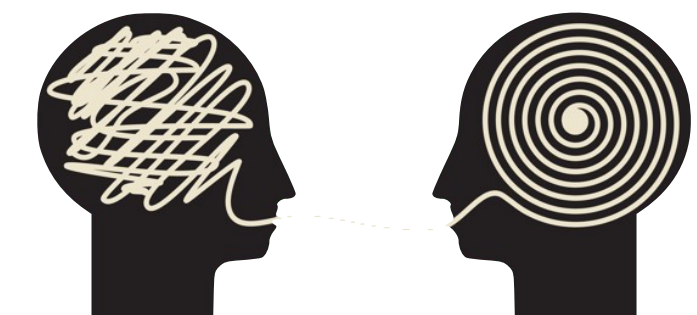


THE OPPOSITE OF TALKING
ISN'T LISTENING. THE
OPPOSITE OF TALKING IS
WAITING.

Fran Lebowitz

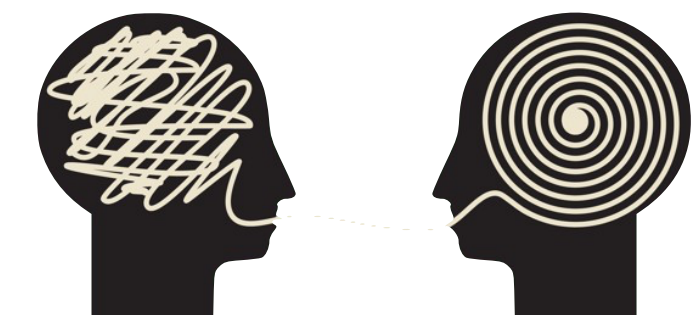
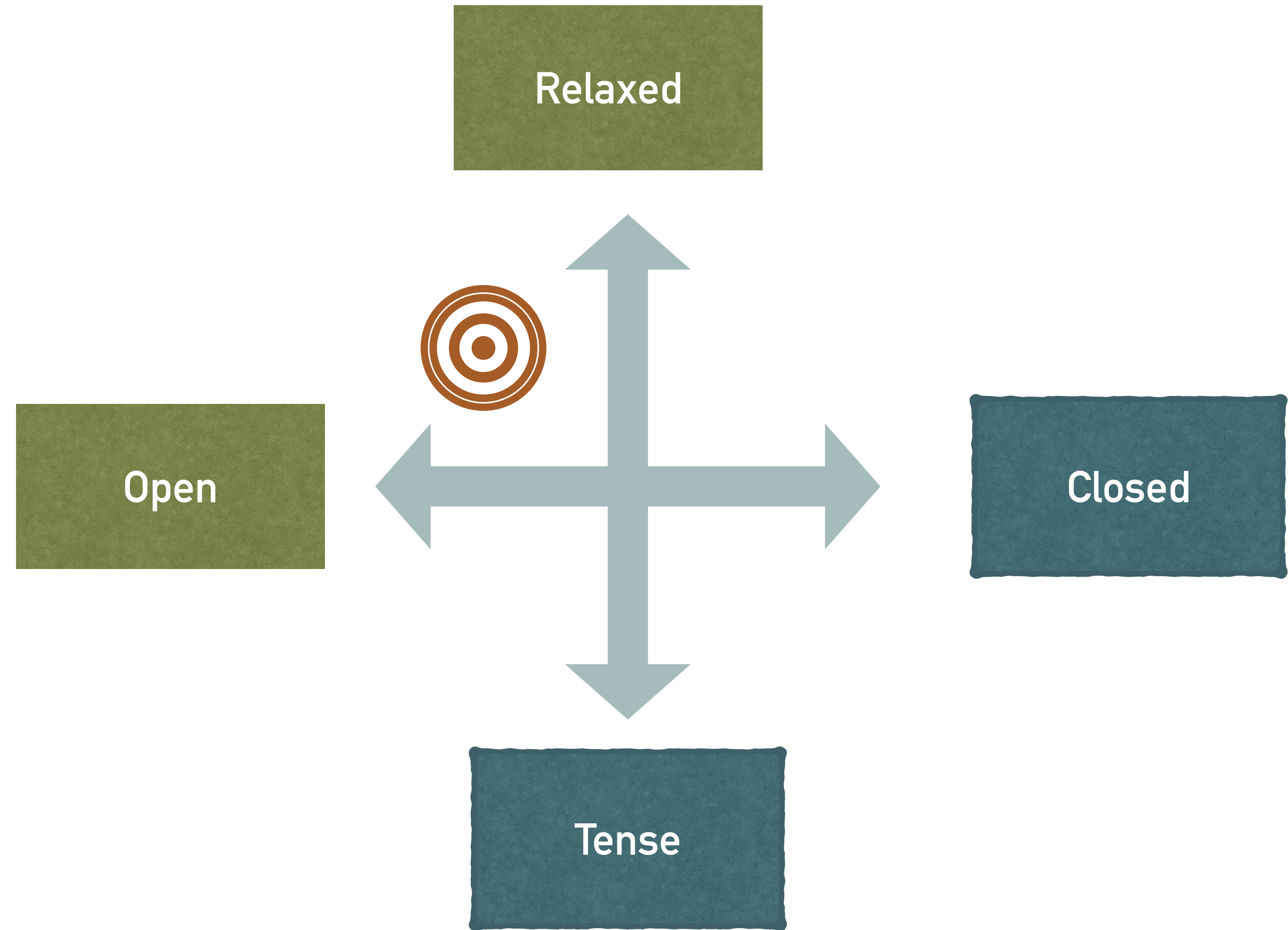


Attentive Listening



PSYCHOMOTOR BEHAVIOR (BODY POSITIONING/POSTURE)

Our posture and body positioning is important in thinking about is one way that we provide information to others.



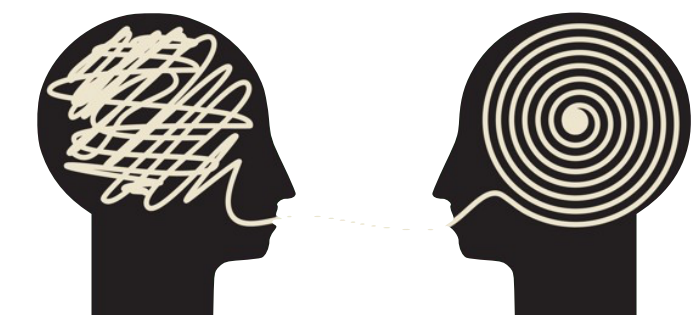
POSTURE

Recommended

- Arms and hands moderately expressive; appropriate gestures
- Body leaning slightly forward; attentive but relaxed

Not Recommended

- Rigid body position; arms tightly folded
- Body turned at an angle to client
- Fidgeting with hands
- Squirming or rocking in chair
- Leaning back or placing feet on desk
- Hand or fingers over mouth
- Pointing finger for emphasis



EYE CONTACT

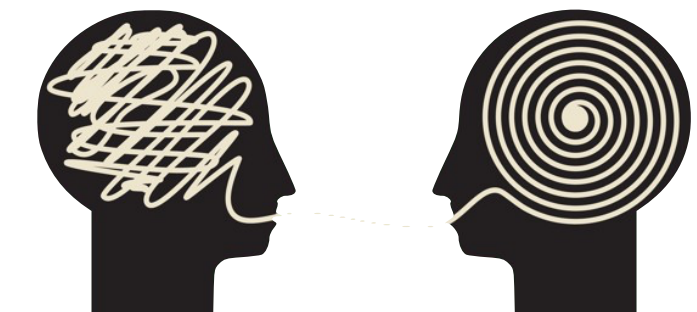
- Eye contact is important in establishing rapport with clients
- It is important to remember that eye contact varies among different cultural backgrounds.



No Eye
Contact

Moderate Eye
Contact

Constant Eye
Contact



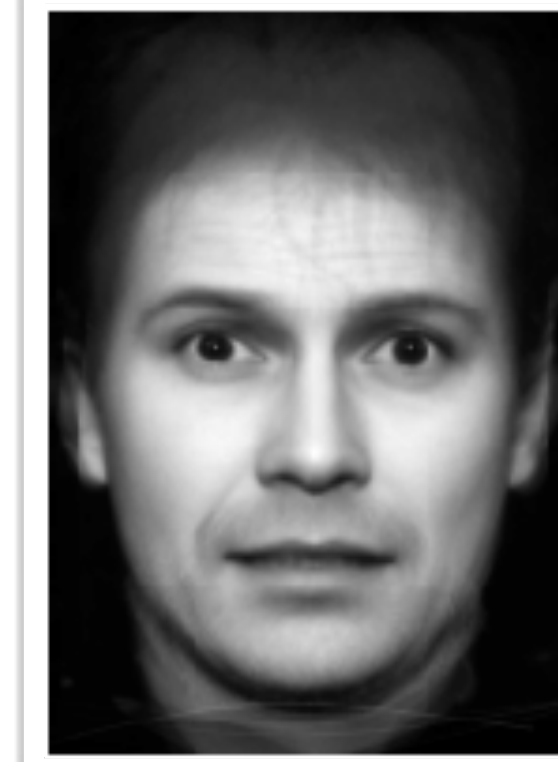
FACIAL FEATURES



Anger



Disgust



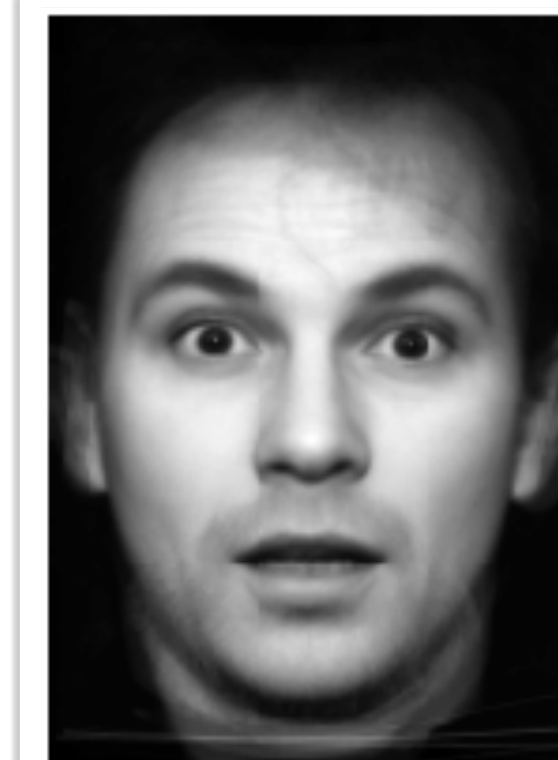
Fear



Joy



Sadness



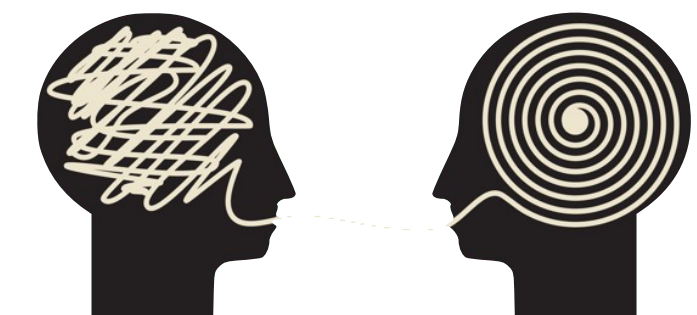
Surprise

(Mizgajski & Morzy, 2019)

*Counterproductive
Communication*

Jacob Campbell, LICSW at Heritage University

Fall 2022 - SOWK 486



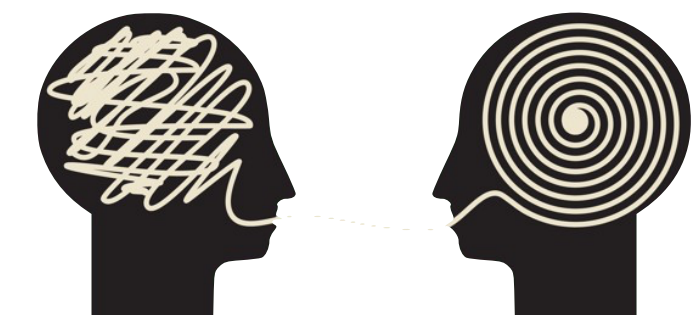
FACIAL EXPRESSIONS

Recommended

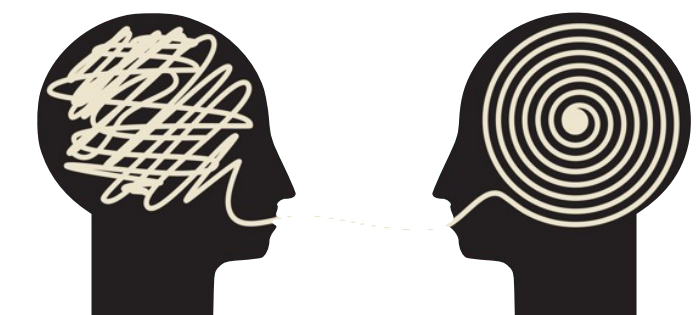
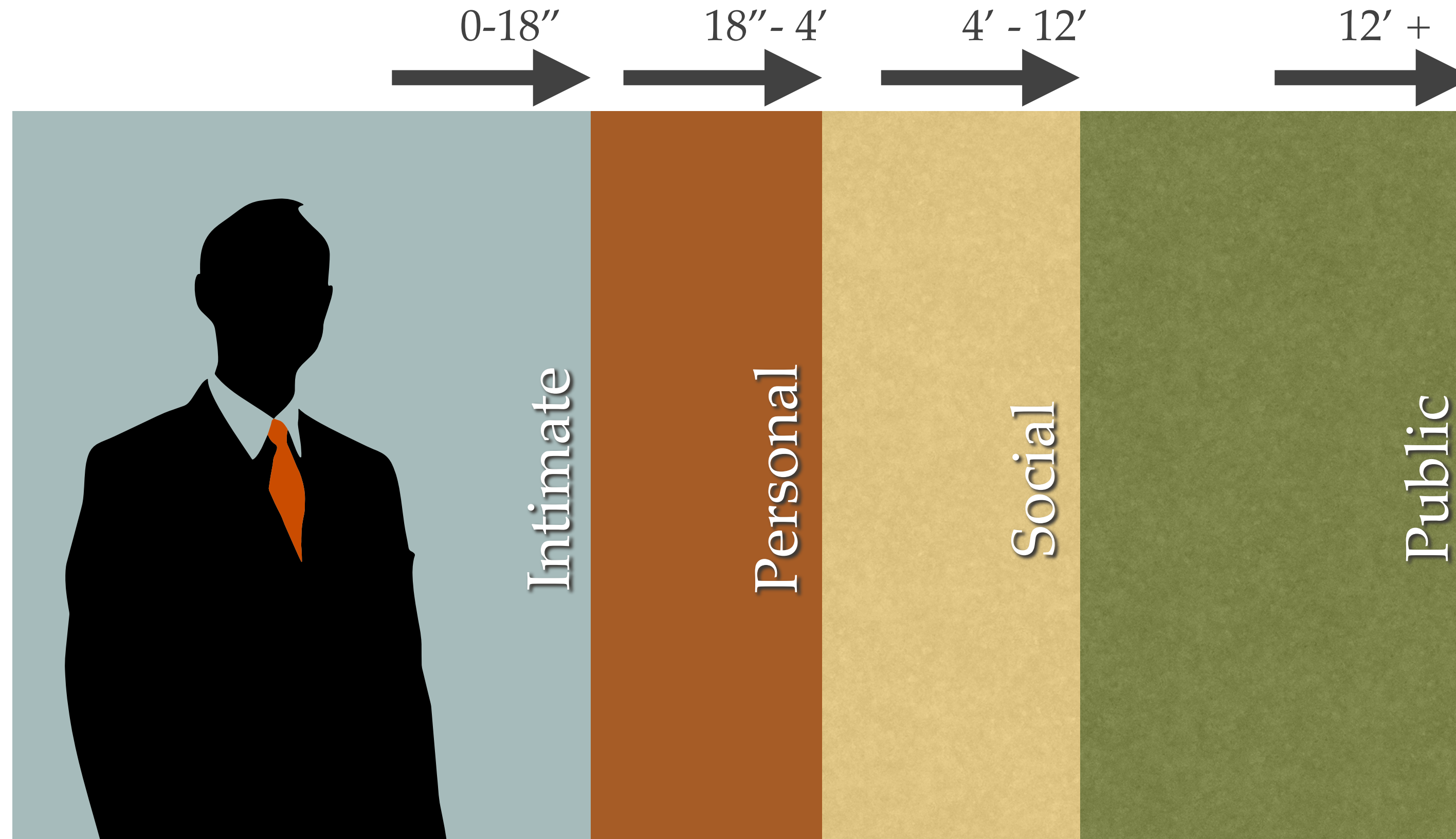
- Direct eye contact (except when culturally proscribed)
- Warmth and concern reflected in facial expression
- Eyes at same level as client's
- Appropriately varied and animated facial expressions
- Mouth relaxed; occasional smiles

Not Recommended

- Avoidance of eye contact
- Staring or fixating on person or object
- Lifting eyebrow critically
- Eye level higher or lower than client's
- Nodding head excessively
- Yawning
- Frozen or rigid facial expressions
- Inappropriate slight smile
- Pursing or biting lips



BODY POSITIONING



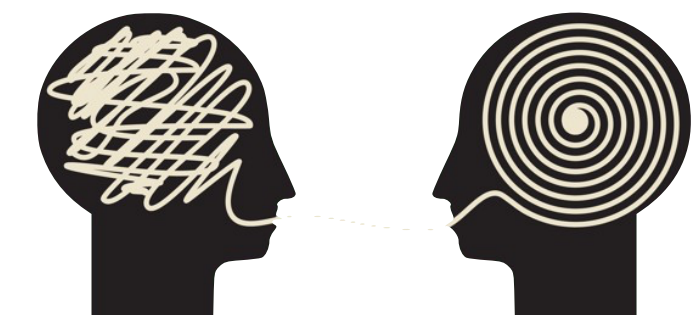
PHYSICAL PROXIMITY

Recommended

- Three to five feet between chairs

Not Recommended

- Excessive closeness or distance
- Talking across desk or other barrier

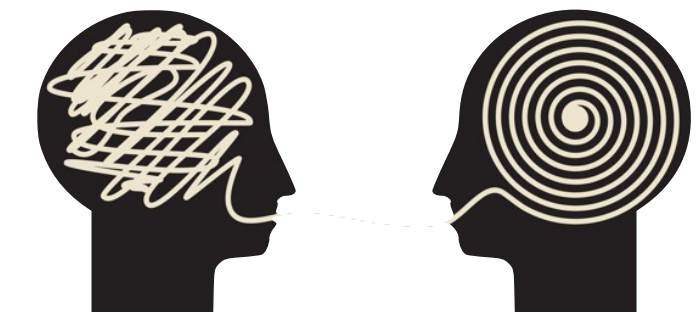


PARAVERBAL COMMUNICATION

Tone

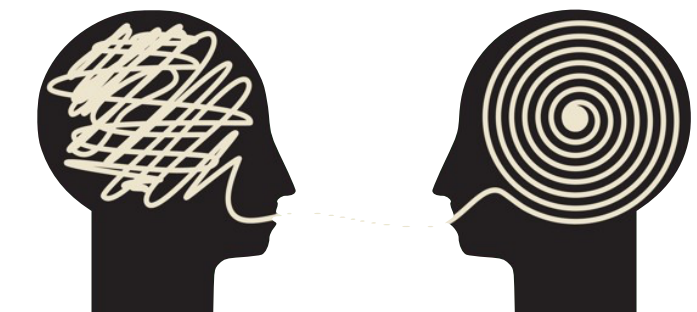
Volume

Cadence



TONE OF VOICE

HOW CAN I HELP YOU



Fall 2022 - SOWK 486

*Counterproductive
Communication*

Jacob Campbell, LICSW at Heritage University

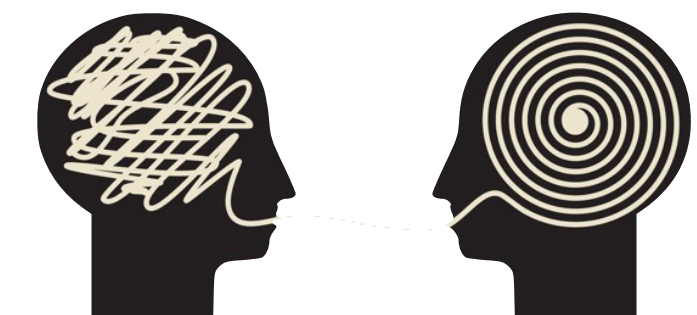
VOICE

Recommended

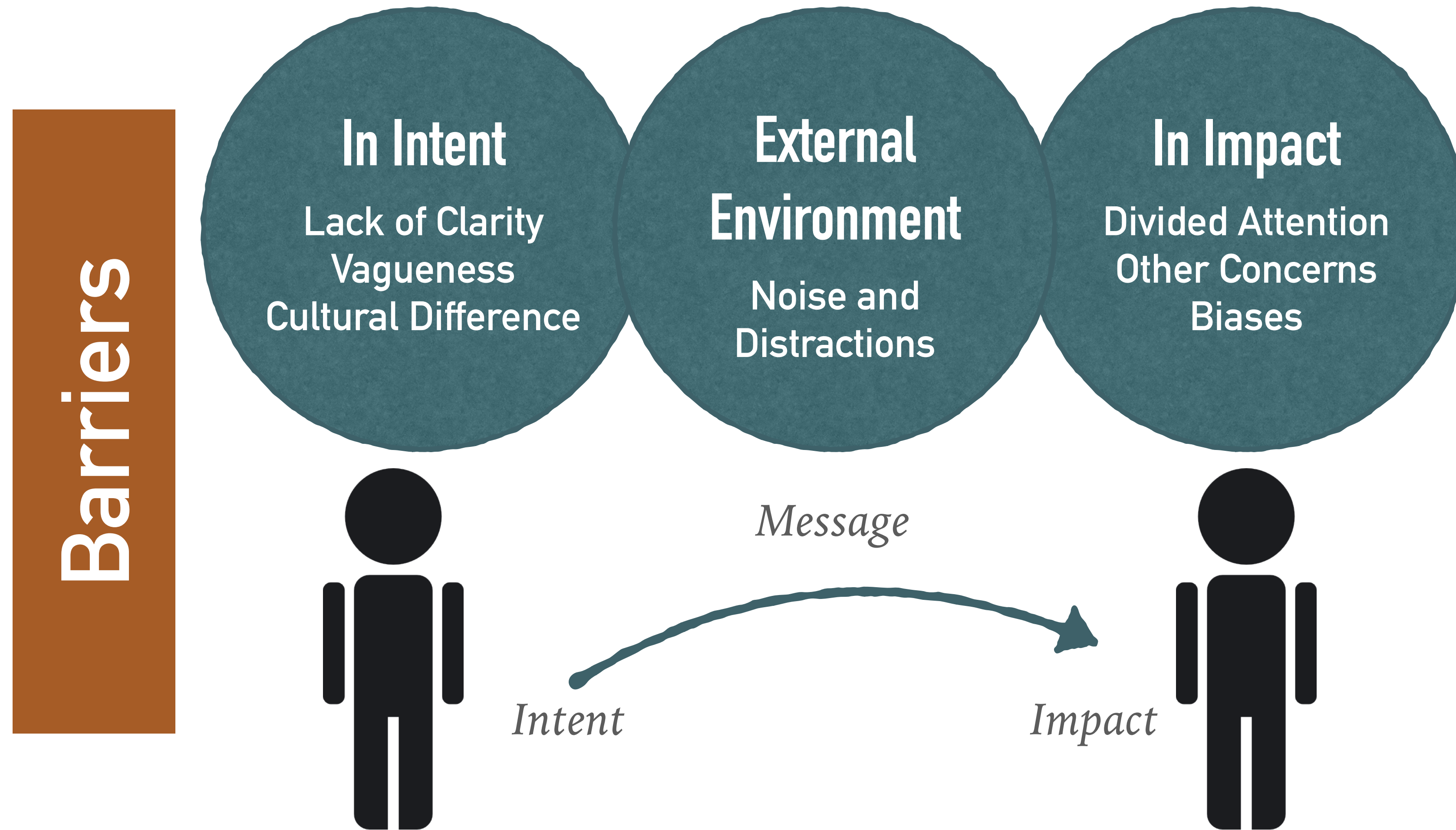
- Clearly audible but not loud
- Warmth in tone of voice
- Voice modulated to reflect nuances of feeling and emotional tone of client messages
- Moderate speech tempo

Not Recommended

- Mumbling or speaking inaudibly
- Monotonic voice
- Halting speech
- Frequent grammatical errors
- Prolonged silences
- Excessively animated speech
- Slow, rapid, or staccato speech
- Nervous laughter
- Consistent clearing of throat
- Speaking loudly



VERBAL COMMUNICATION

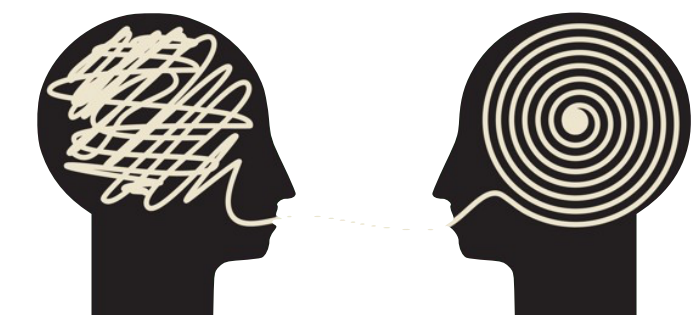


*Counterproductive
Communication*

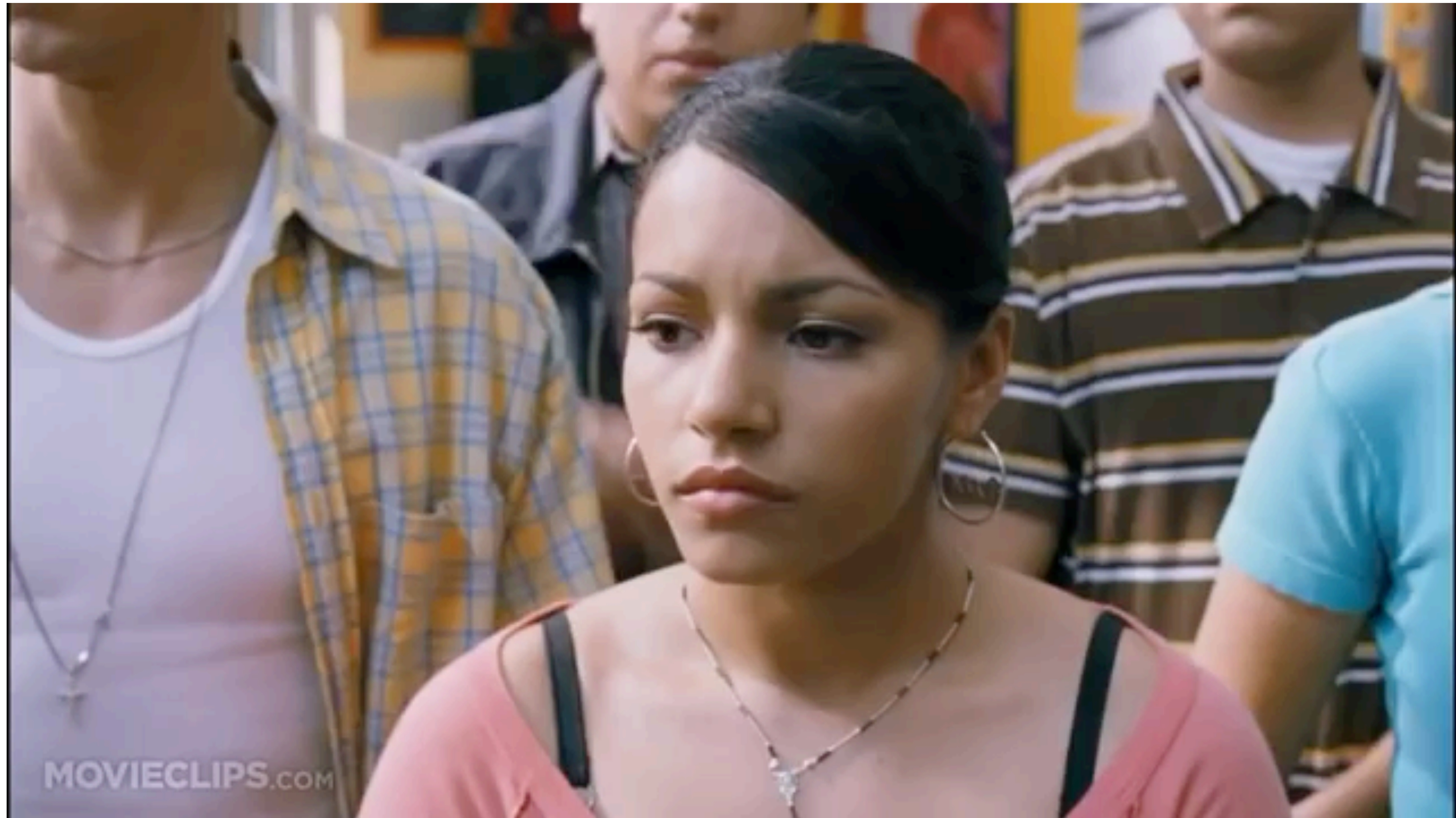
(Kirst-Ashman and Hull, 2015)

Jacob Campbell, LICSW at Heritage University

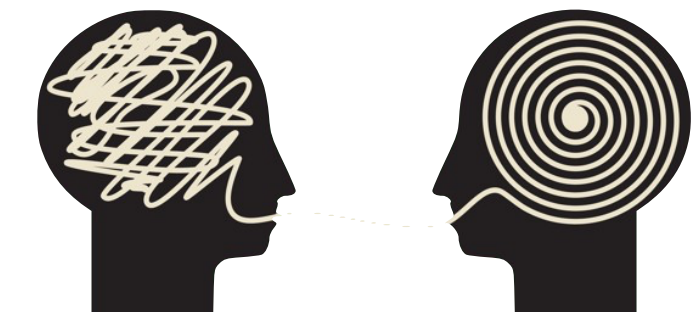
Fall 2022 - SOWK 486



EXAMPLE OF
SOMEBODY
SHARING
INTENSE
FEELINGS



From LaGravenese, R. (2007, January 5). Freedom Writers [Drama]. Paramount Pictures.



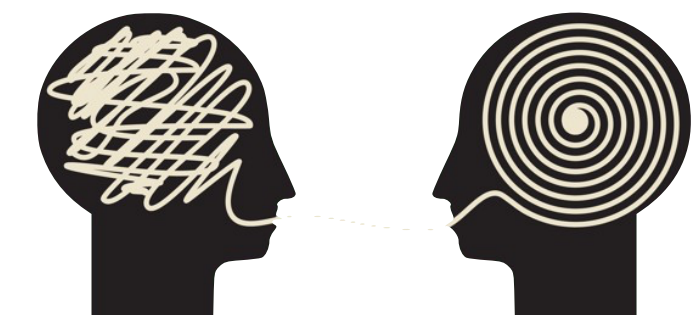
DISCRETE VERBAL FOLLOWING SKILLS

Reflection responses

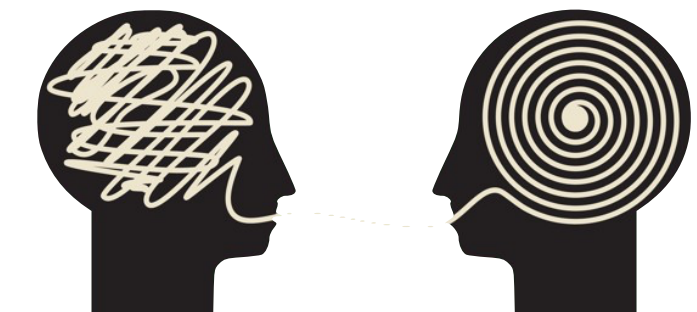
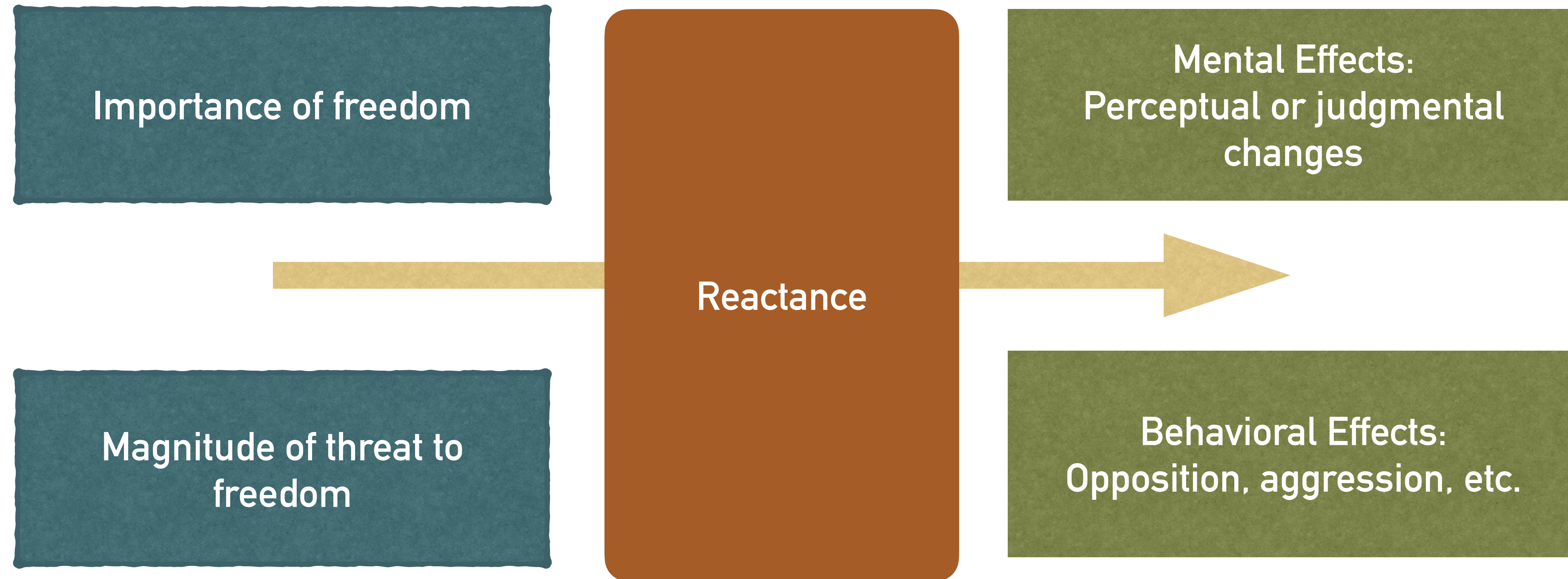
Reflection of Content

Reflection of Affect

- **Simple Reflections:** which identify the emotions expressed by the client, are carried over from nondirective, client-centered counseling
- **Complex Reflections:** go beyond what the client has directly stated or implied, adding substantial meaning or emphasis to convey a more complex picture
- **Reframing:** is another form of adding content. Here, the social worker puts the client's response in a different light beyond what the client had considered



REACTANCE THEORY

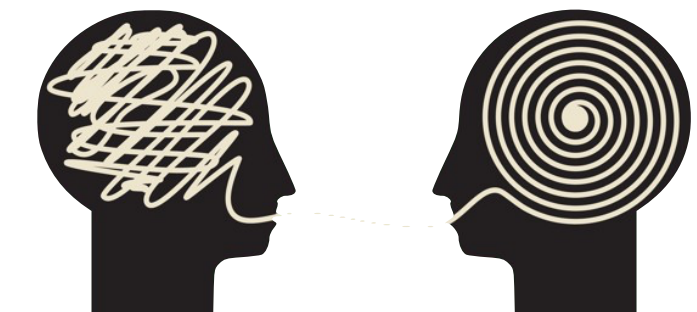




TWELVE COMMUNICATION ROADBLOCKS

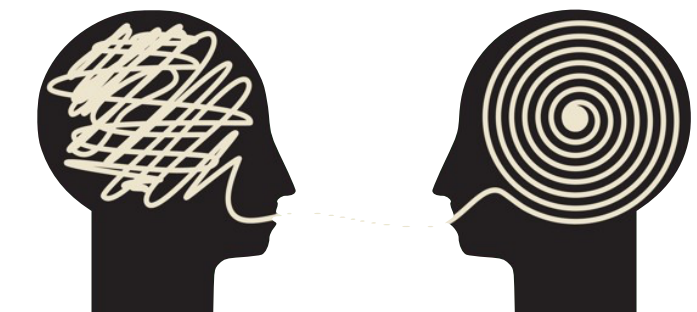
TWELVE COMMUNICATION ROADBLOCKS


1. Ordering, directing, commanding
2. Warning, admonishing, threatening
3. Exhorting, moralizing, preaching
4. Advising and giving solutions or suggestions
5. Lecturing, teaching, giving logical arguments
6. Judging, criticizing, disagreeing, blaming



TWELVE COMMUNICATION ROADBLOCKS

7. Praising, agreeing
8. Name calling, ridiculing, shaming
9. Interpreting, analyzing, diagnosing
10. Reassuring, sympathizing, consoling, supporting
11. Probing, questioning, interrogating
12. Withdrawing, distracting, humoring, diverting



- 
- What counterproductive communication pattern you do
 - How have you seen counterproductive communication impact a conversation
 - A personal story about counterproductive communication in your life
 - A way that you try to use positive communication patterns in your life

TWELVE COMMUNICATION ROADBLOCKS

INAPPROPRIATE INTERVIEWING TECHNIQUE BARRIERS

- Stacking questions
- Asking leading questions
- Interrupting inappropriately or excessively
- Dominating the interaction
- Keeping discussion focused on safe topics
- Responding infrequently
- Parroting or overusing certain phrases or clichés
- Vague effusive positivity
- Dwelling on the remote past
- Tangential exploration
- Failing to be aware of implicit and cognitive bias

