

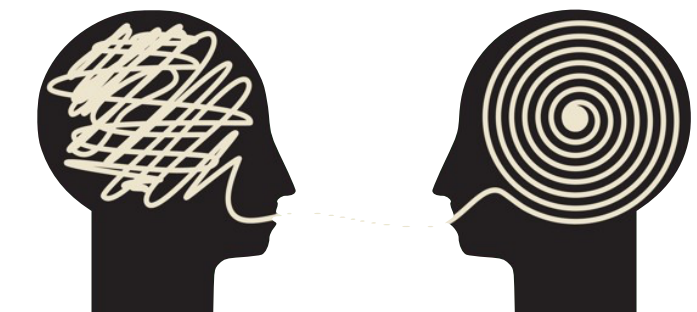
# COUNTERPRODUCTIVE COMMUNICATION

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*What Doesn't Work*



# BIG BANG THEORY



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Counterproductive  
Communication

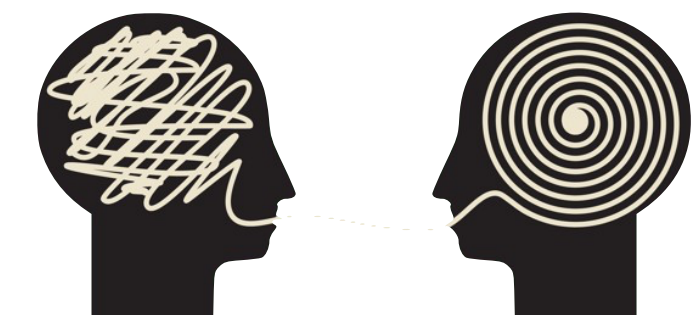
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# AGENDA

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



# VERBAL AND NONVERBAL BEHAVIOR

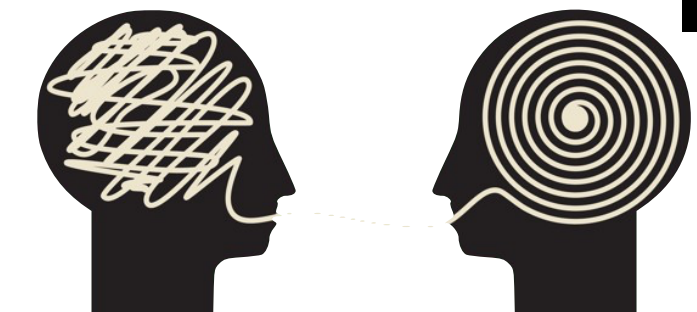
Lie to Me



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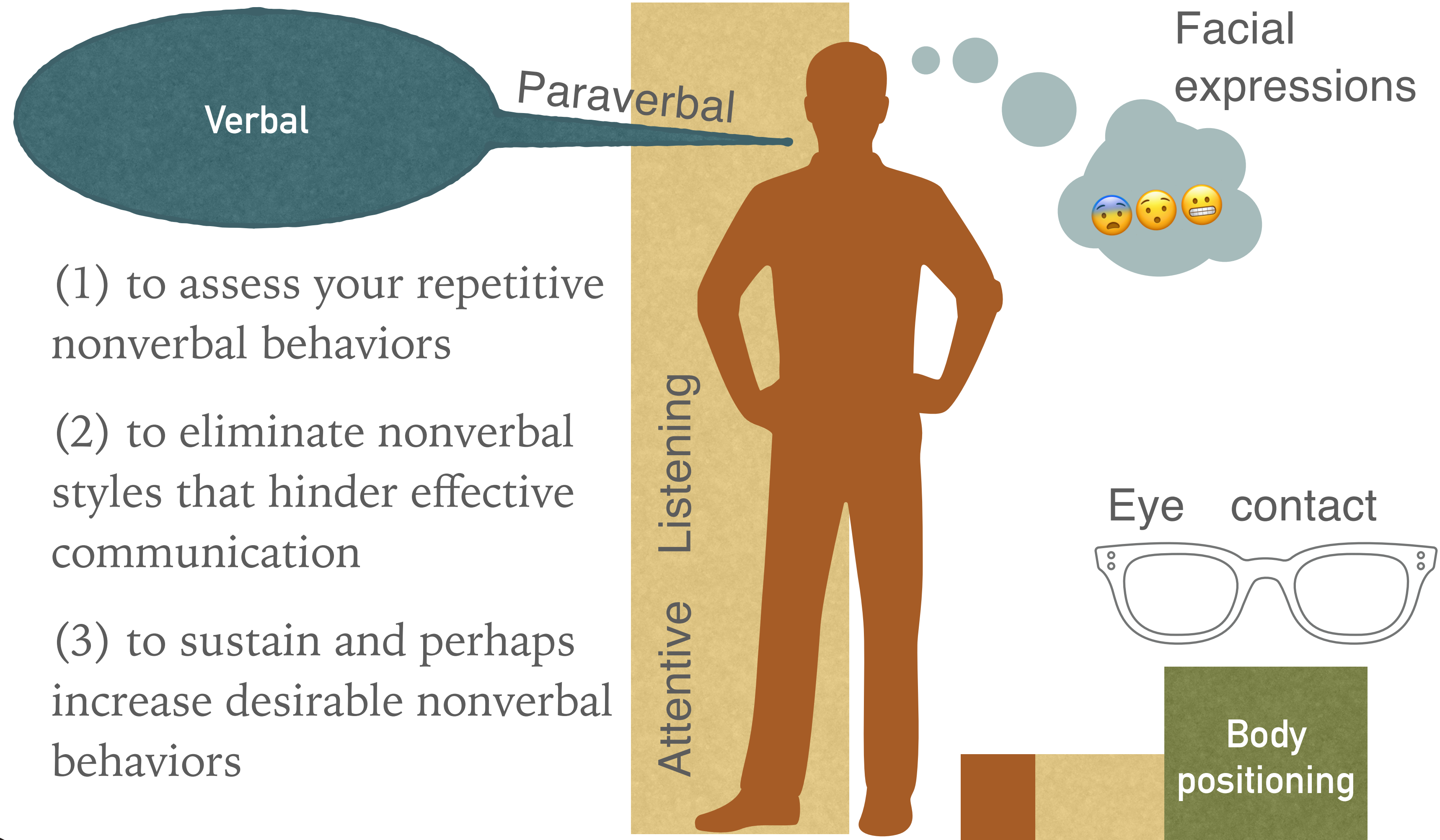
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# VERBAL AND NONVERBAL BEHAVIOR

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(1) to assess your repetitive nonverbal behaviors

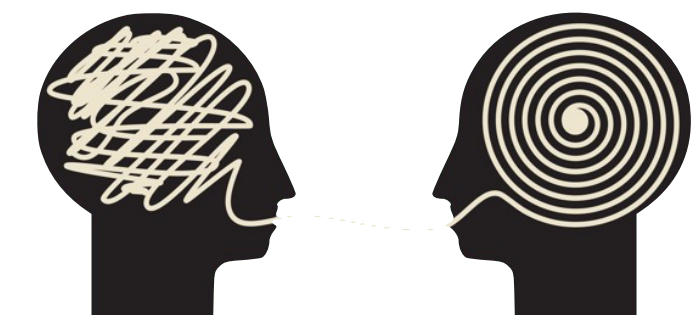
(2) to eliminate nonverbal styles that hinder effective communication

(3) to sustain and perhaps increase desirable nonverbal behaviors

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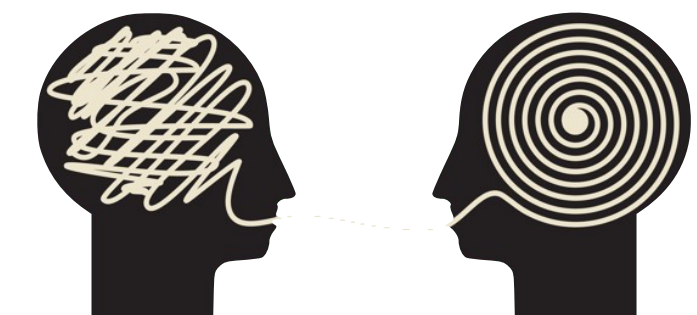


THE OPPOSITE OF TALKING  
ISN'T LISTENING. THE  
OPPOSITE OF TALKING IS  
WAITING.

*Fran Lebowitz*



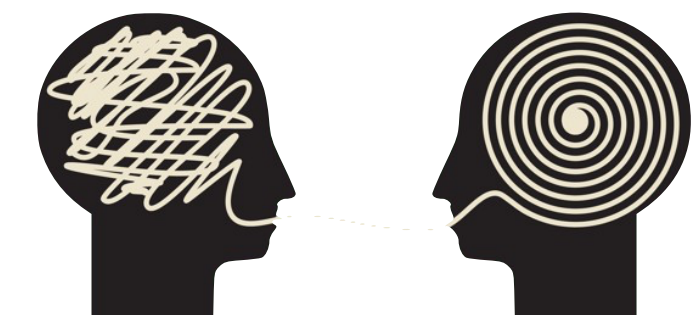
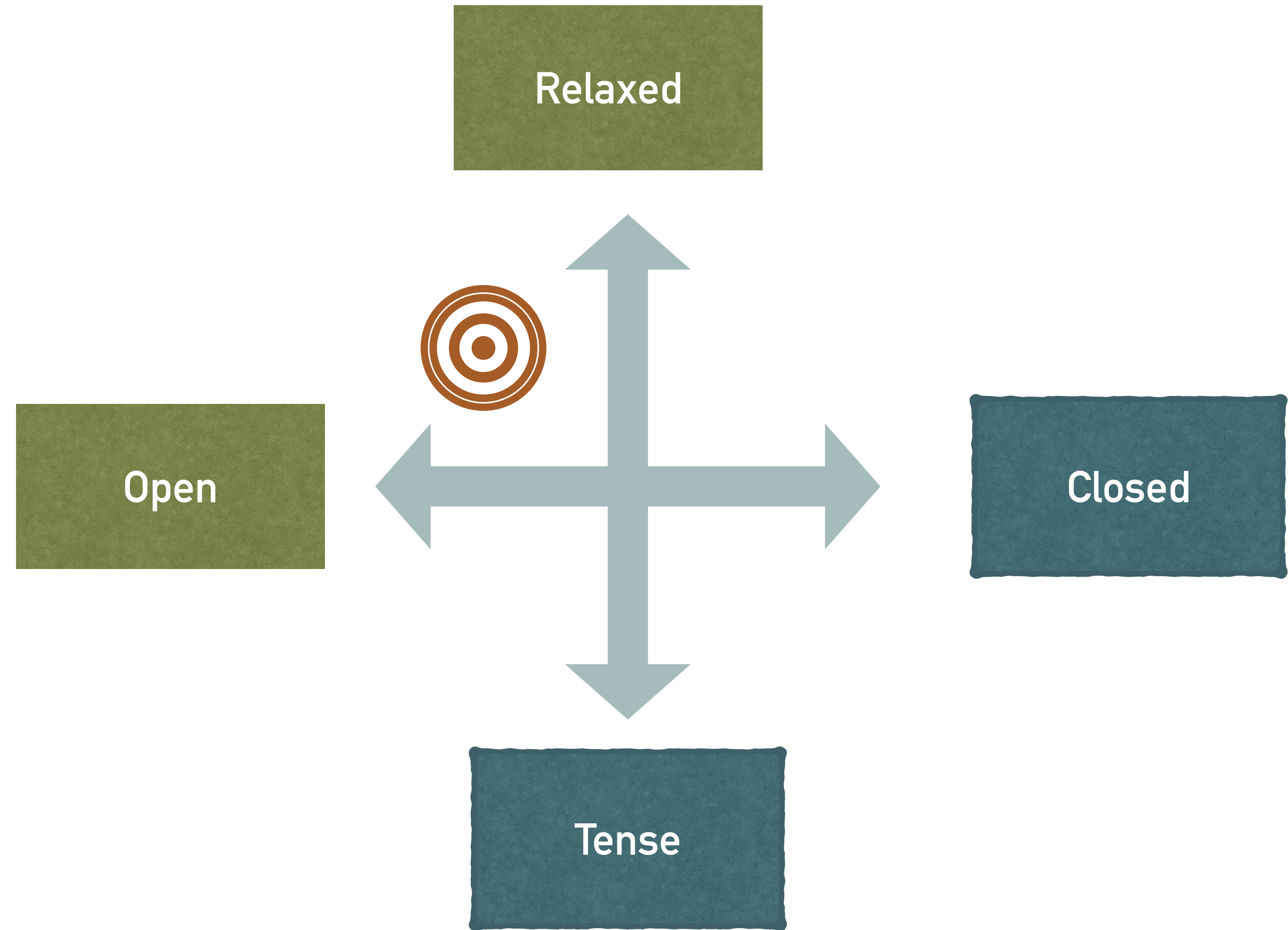
*Attentive Listening*



# PSYCHOMOTOR BEHAVIOR (BODY POSITIONING/POSTURE)

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



# POSTURE

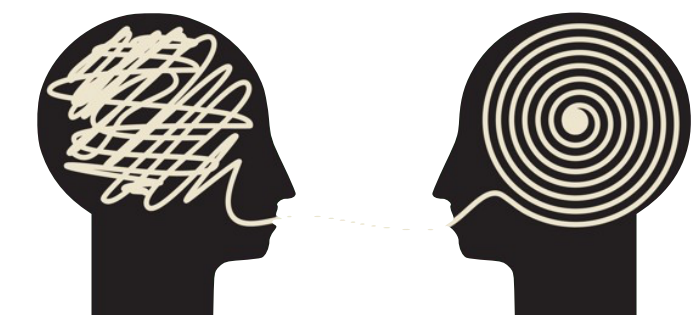
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## Recommended

- 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

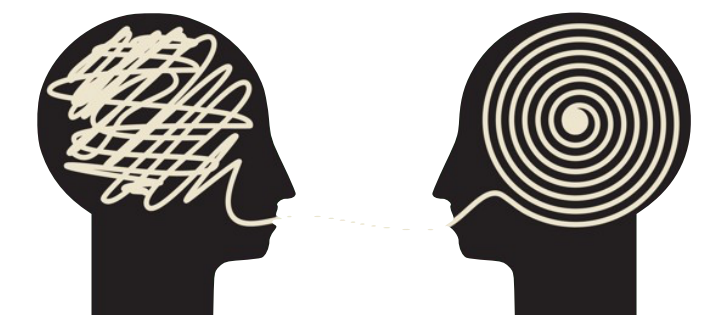




# EYE CONTACT

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



# FACIAL FEATURES

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Anger



Disgust



Fear



Joy



Sadness



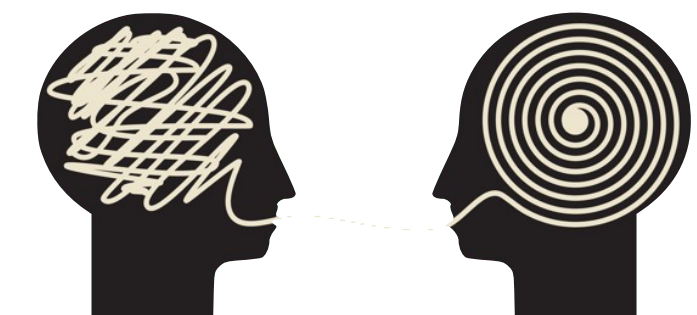
Surprise

(Mizgajski & Morzy, 2019)

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# FACIAL EXPRESSIONS

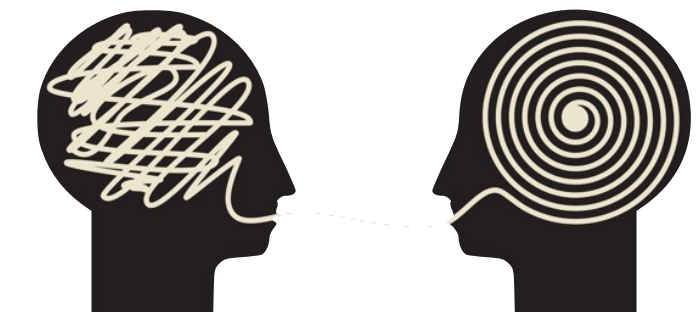
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## Recommended

- 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

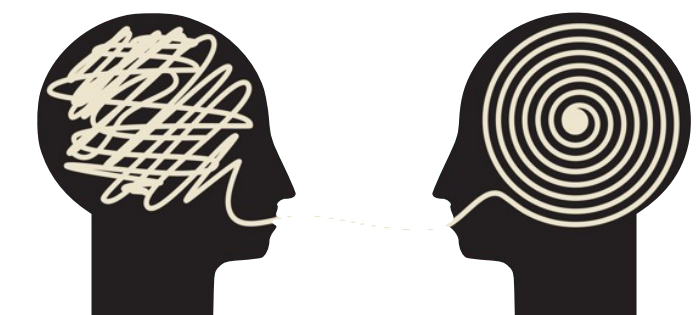
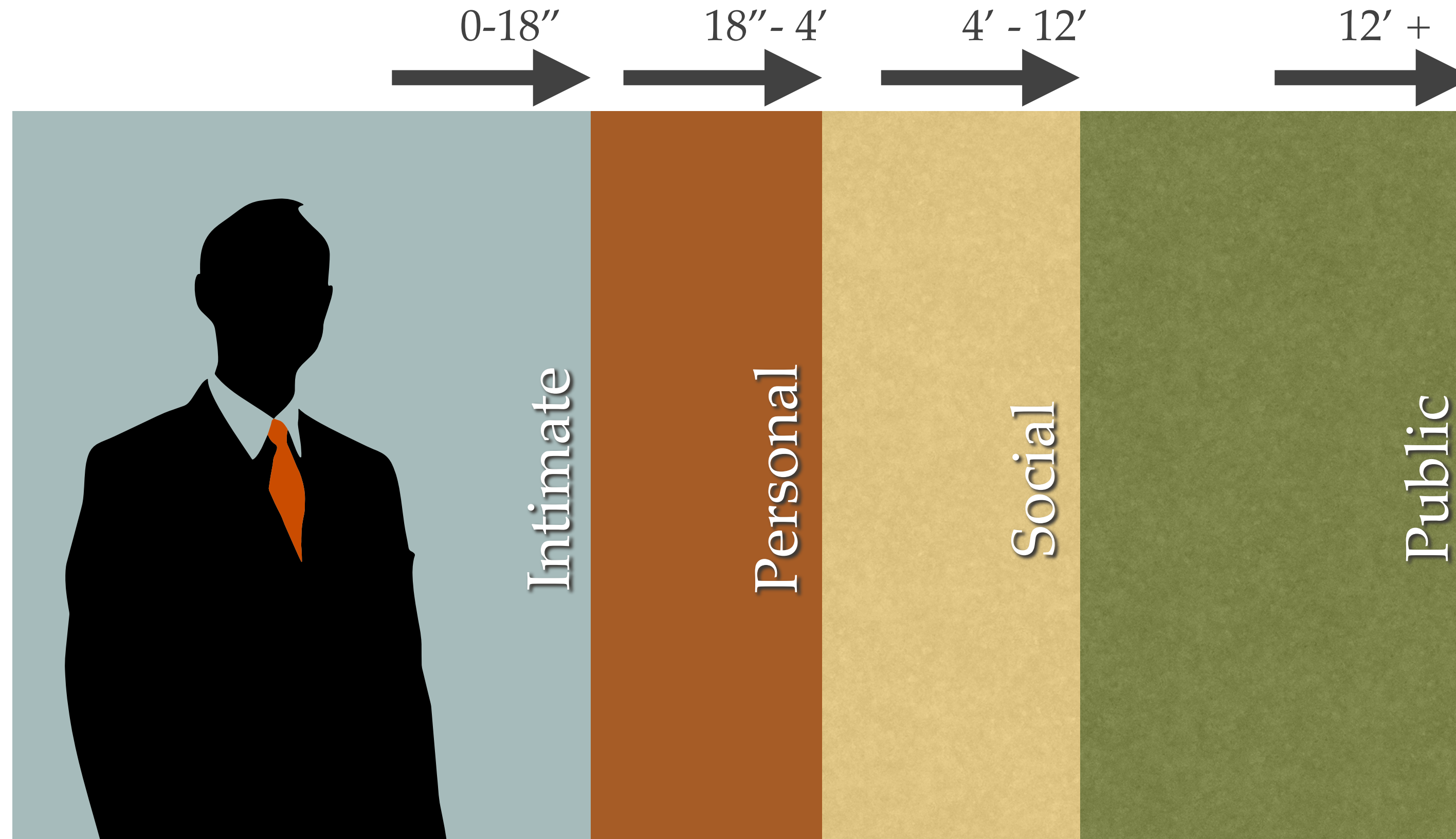
## Not Recommended

- 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

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# PHYSICAL PROXIMITY

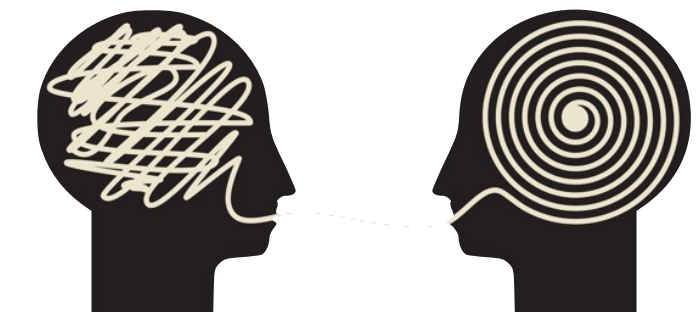
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## Recommended

## Not Recommended

- Three to five feet between chairs

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



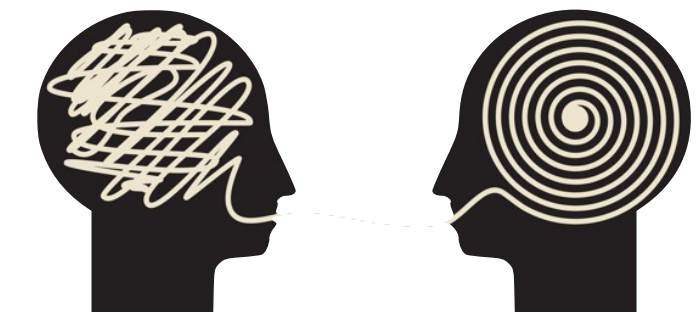
# PARAVERBAL COMMUNICATION

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Tone

Volume

Cadence

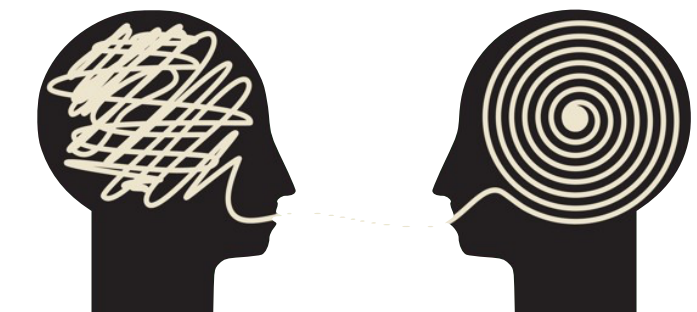




# TONE OF VOICE

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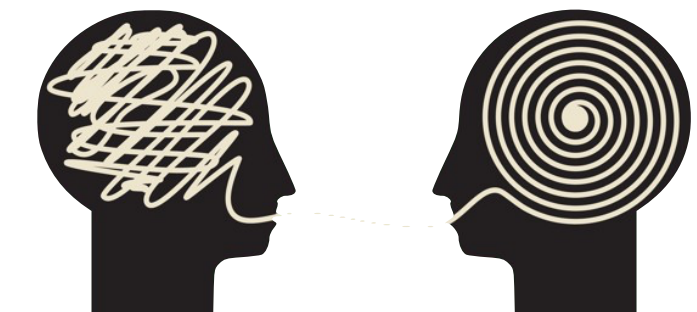
**HOW** CAN I HELP YOU



# TONE OF VOICE

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HOW **CAN** I HELP YOU



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Communication*

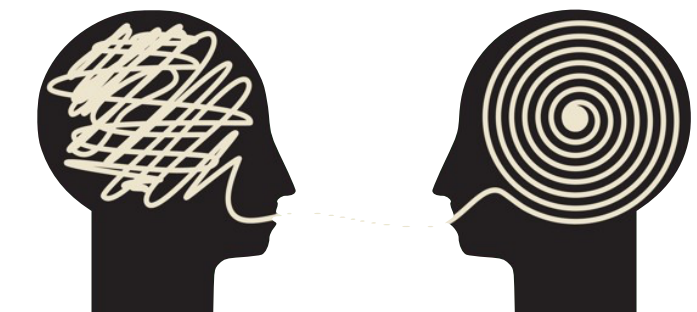
*Jacob Campbell, Ph.D. LICSW at Heritage University*



# TONE OF VOICE

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# HOW CAN I HELP YOU



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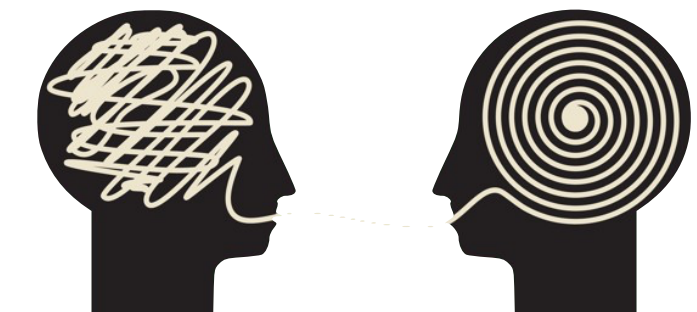
*Counterproductive  
Communication*

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# TONE OF VOICE

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HOW CAN I **HELP** YOU



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*Counterproductive  
Communication*

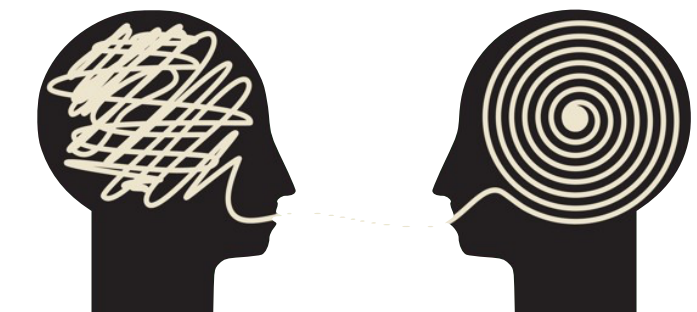
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# TONE OF VOICE

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HOW CAN I HELP **YOU**



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Communication*

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# VOICE

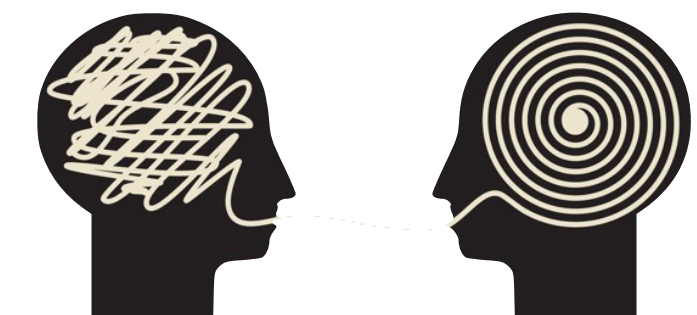
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## Recommended

- 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

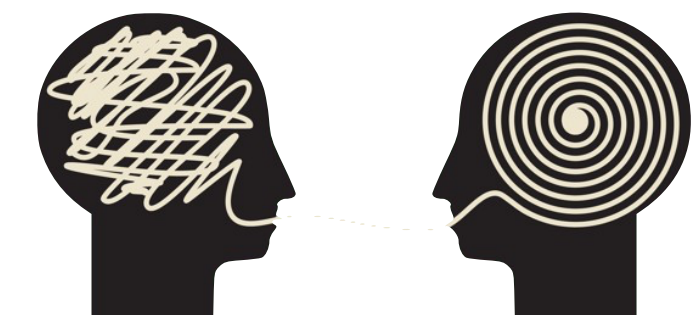
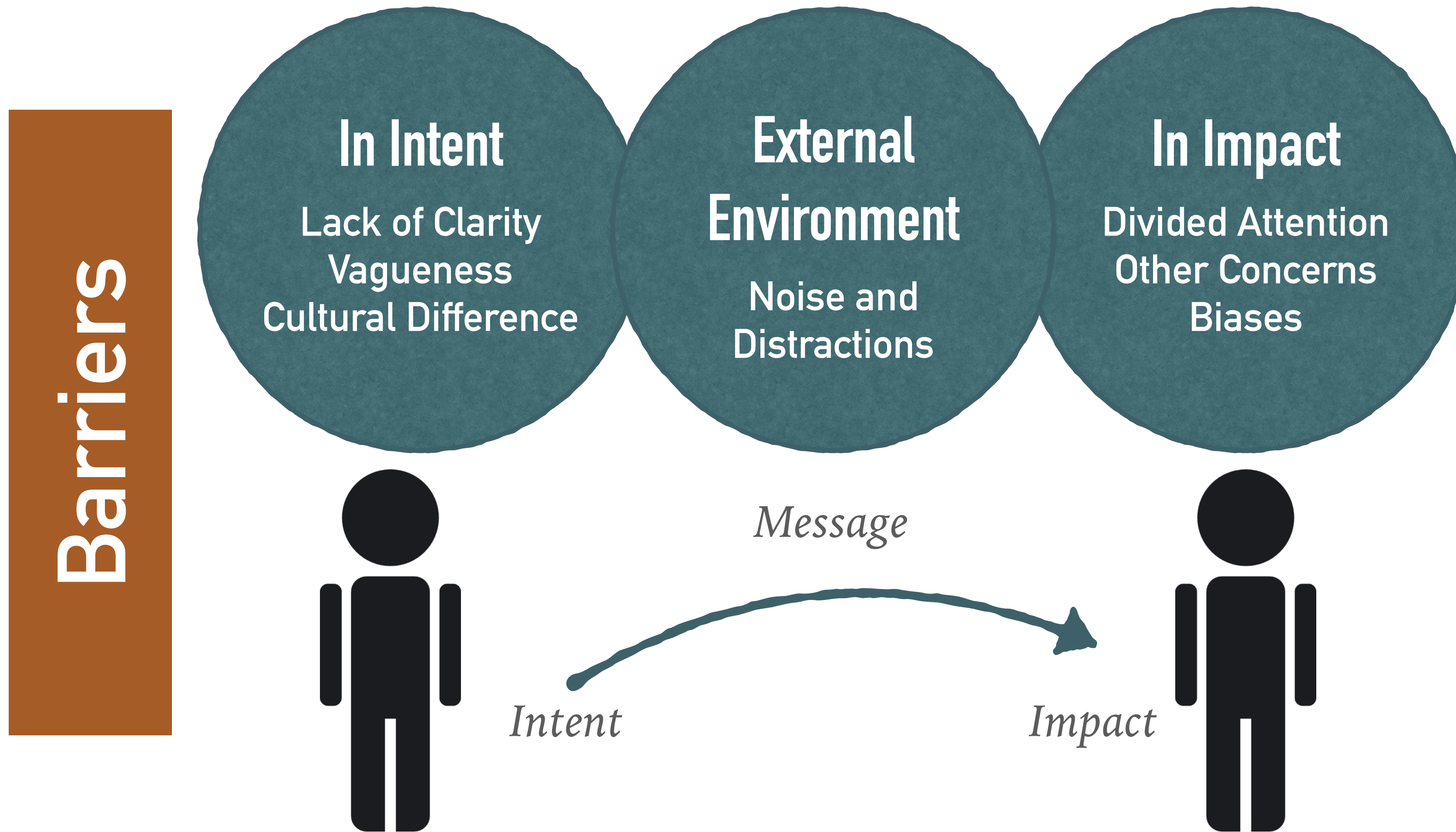
- Mumbling or speaking inaudibly
- Monotonic voice
- Halting speech
- Frequent grammatical errors
- Prolonged silences
- Excessively animated speech
- Slow, rapid, or staccato speech
- Nervous laughter
- Consistent clearing of throat
- Speaking loudly





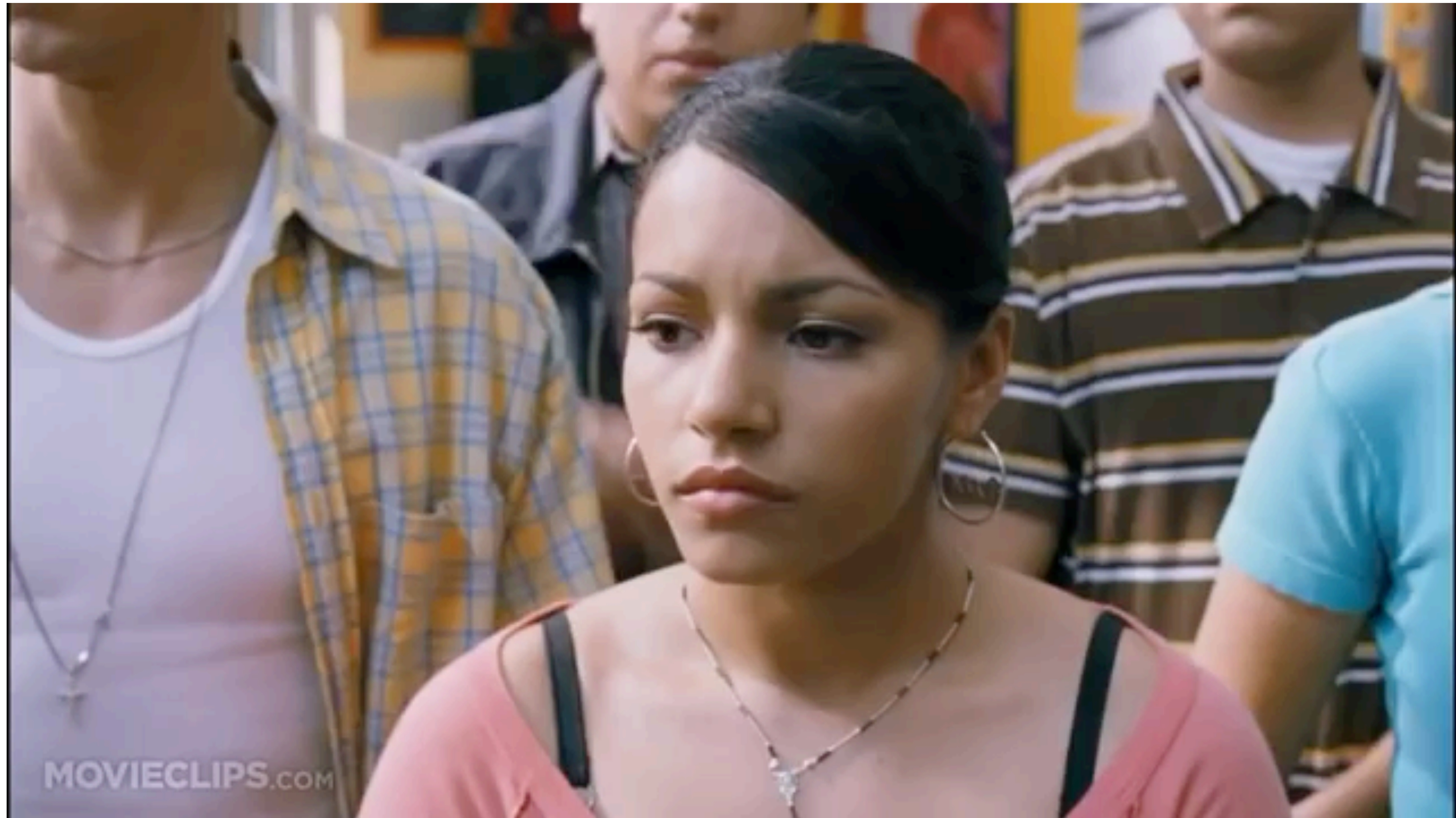
# VERBAL COMMUNICATION

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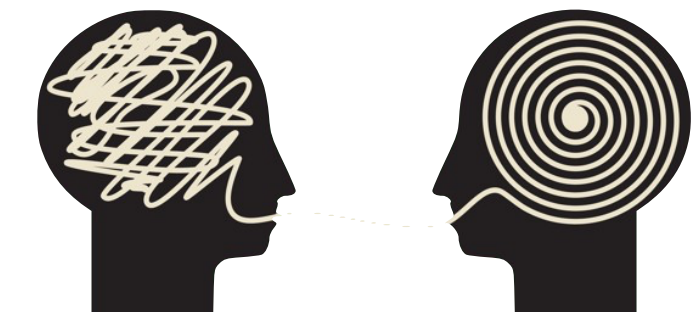




EXAMPLE OF  
SOMEBODY  
SHARING  
INTENSE  
FEELINGS



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





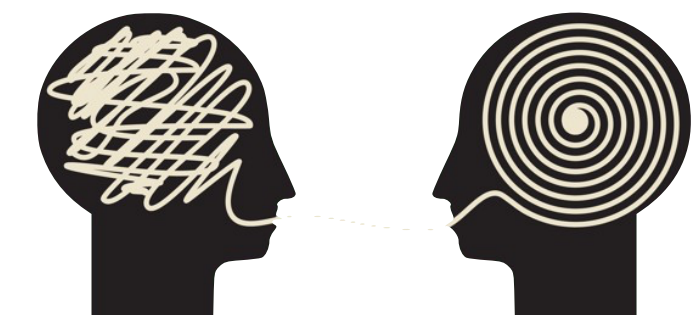
# DISCRETE VERBAL FOLLOWING SKILLS

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





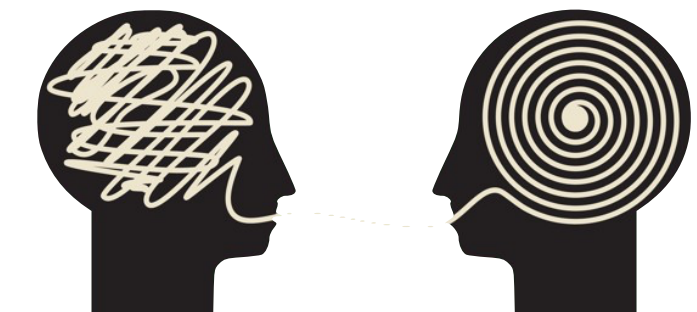


**TWELVE COMMUNICATION ROADBLOCKS**

# TWELVE COMMUNICATION ROADBLOCKS

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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

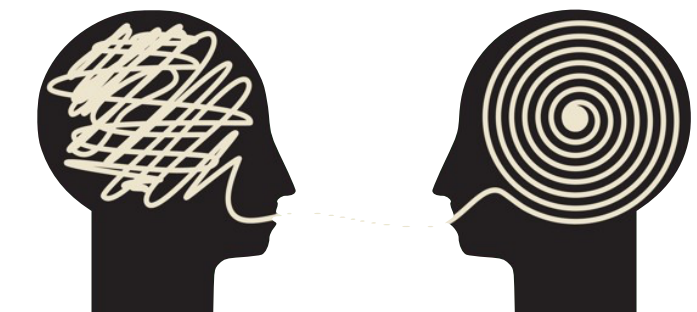





# TWELVE COMMUNICATION ROADBLOCKS

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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

