

Barriers to Effective Communication

Overuse of close-ended questions

Criticizing and labeling

Becoming distracted

Daydreaming

Sugar-coated reassurance

Preaching or moralizing

Interrupting

Advice giving

Fixing other people's problems

Listening only to content; not hearing feelings

Not attending to non-verbal cues

Finishing another person's sentences

Prejudging the speaker

Jumping to conclusions

Talking, not listening

Leading questions

Interpreting, diagnosing

Incongruent body language

