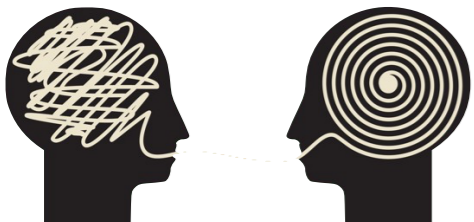


COUNTERPRODUCTIVE COMMUNICATION

What Doesn't Work

BIG BANG THEORY

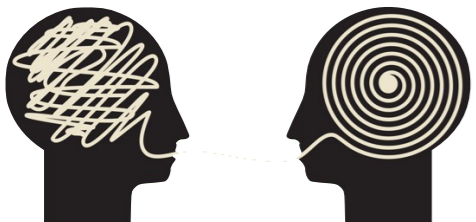


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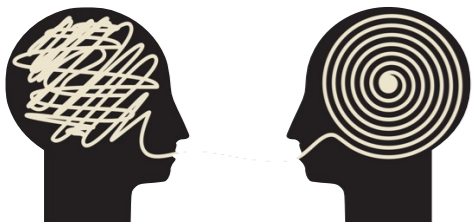
AGENDA

- Nonverbal communication
- Verbal communication
- Review and practice with some furthering skills
- Barriers to communication



VERBAL AND NONVERBAL BEHAVIOR

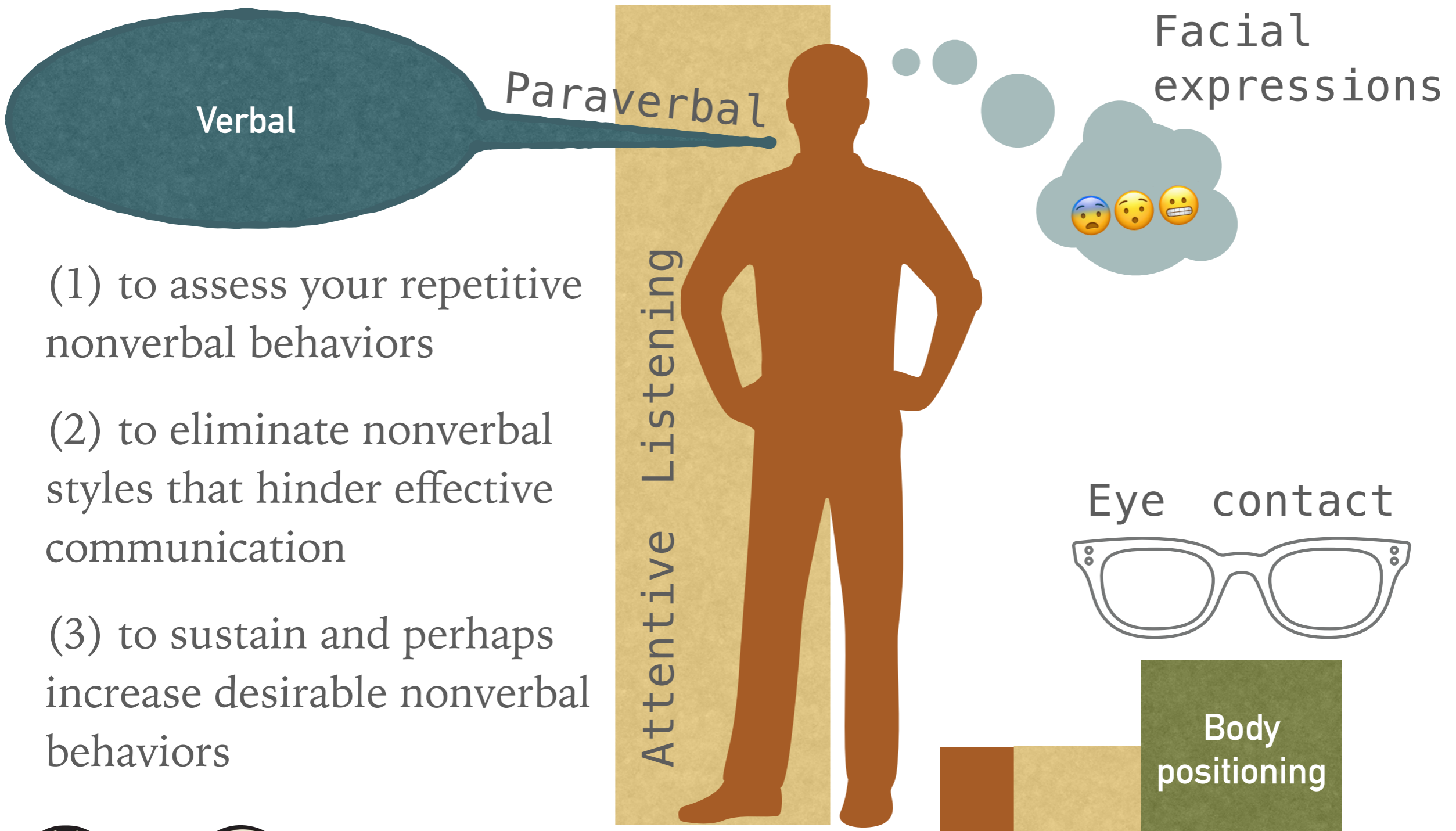
Lie to Me



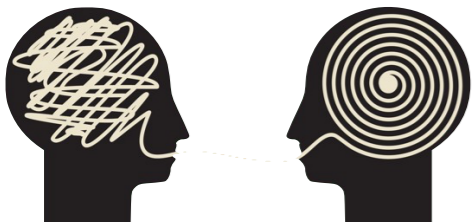
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VERBAL AND NONVERBAL BEHAVIOR



- (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

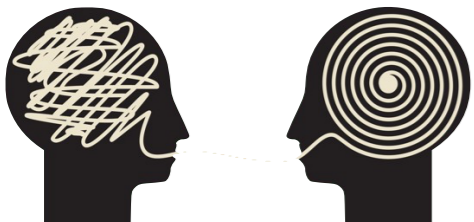


THE OPPOSITE OF TALKING
ISN'T LISTENING. THE
OPPOSITE OF TALKING IS
WAITING.

Fran Lebowitz



Attentive Listening



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POSTURE

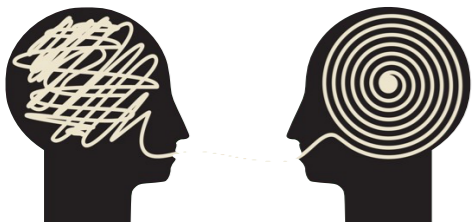
Recommended

- 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

(Hepworth et al., 2017)
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EYE CONTACT

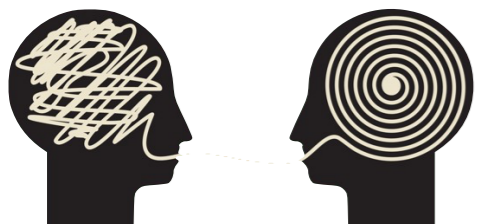


No Eye Contact

Moderate Eye Contact

Constant Eye Contact

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



FACIAL FEATURES



Anger



Disgust



Fear



Joy



Sadness



Surprise

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

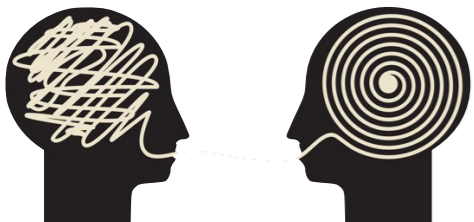
(Hepworth et al., 2017)

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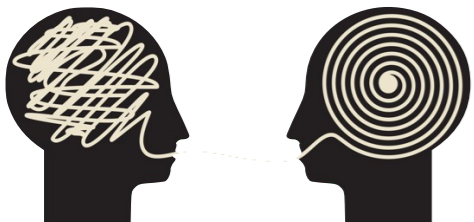
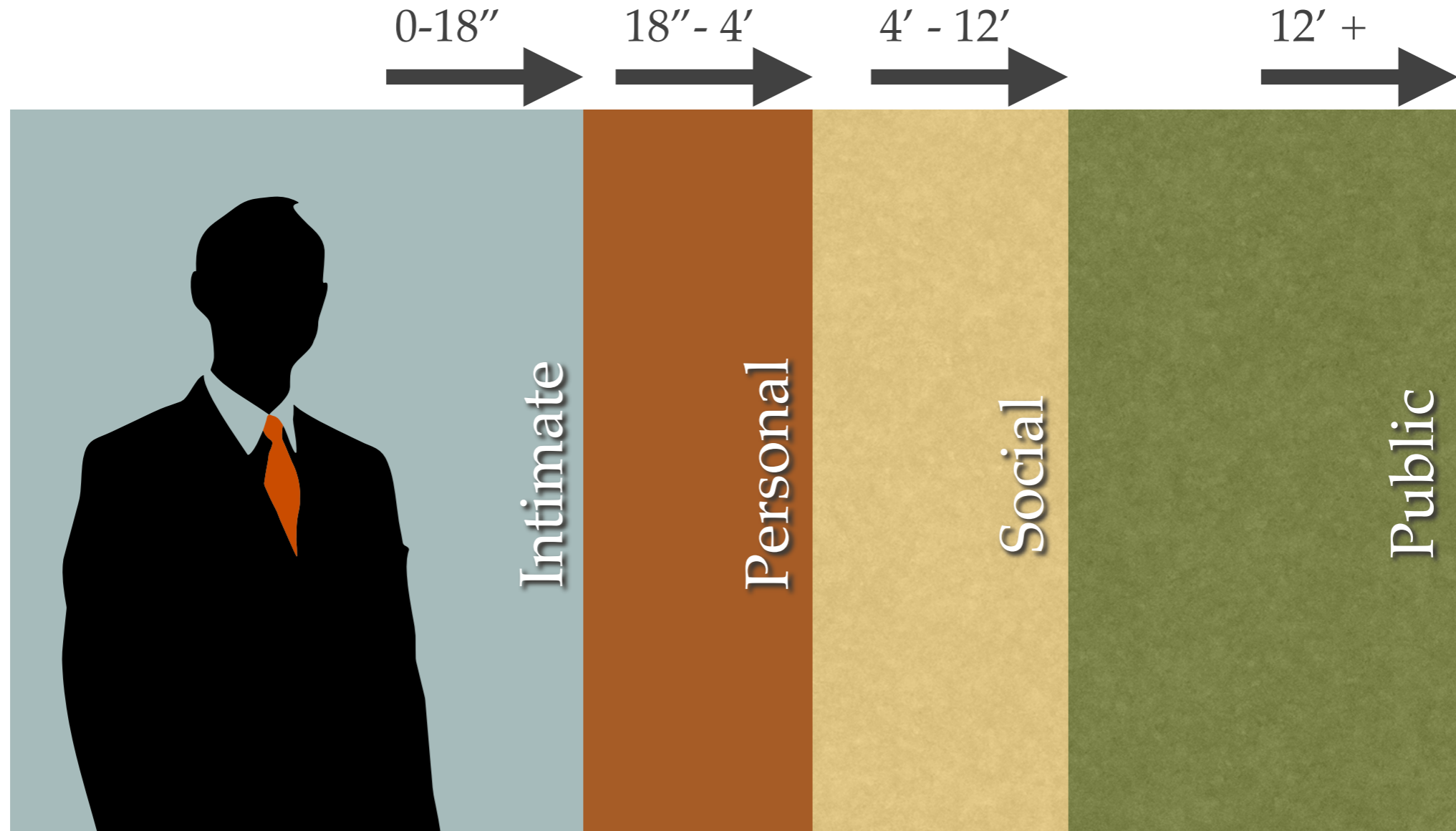
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BODY POSITIONING



PHYSICAL PROXIMITY

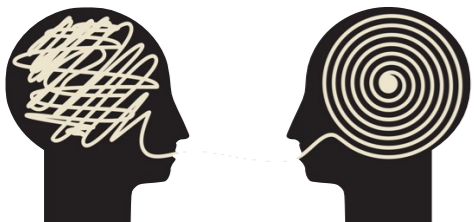
Recommended

- Three to five feet between chairs

Not Recommended

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

(Hepworth et al., 2017)
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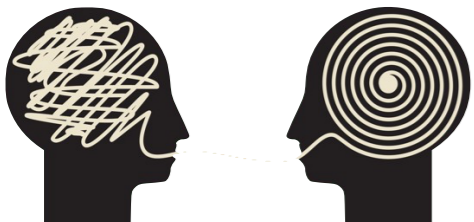


PARAVERBAL COMMUNICATION

Tone

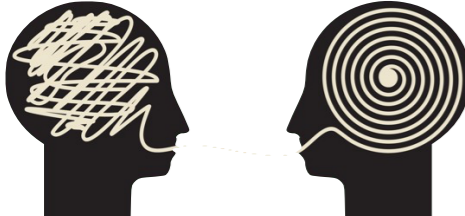
Volume

Cadence



TONE OF VOICE

How can I help you



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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

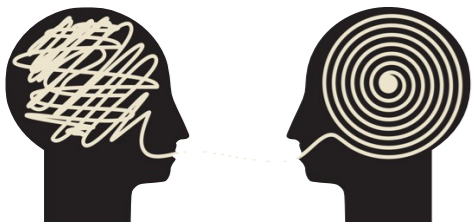
(Hepworth et al., 2017)

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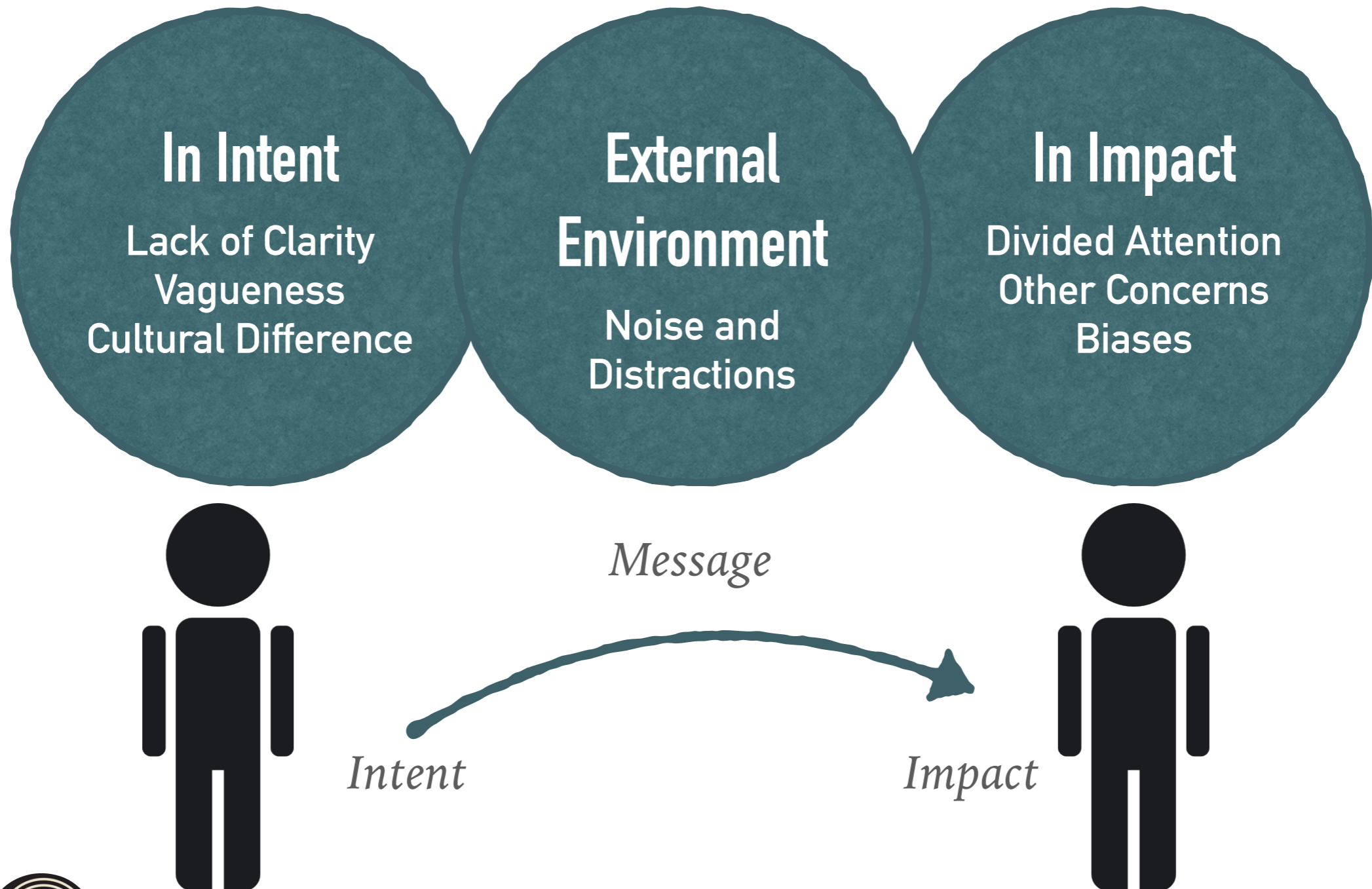
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VERBAL COMMUNICATION

Barriers

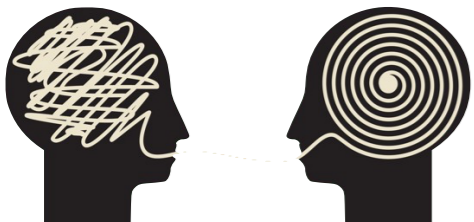


EXAMPLE OF SOMEBODY SHARING INTENSE FEELINGS

I am Home



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



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DISCRETE VERBAL FOLLOWING SKILLS

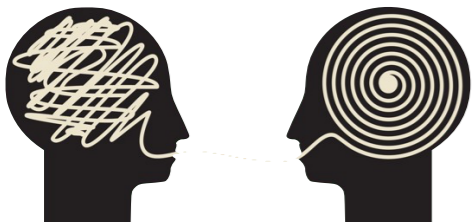
Reflection responses

Reflection of Content

Reflection of Affect

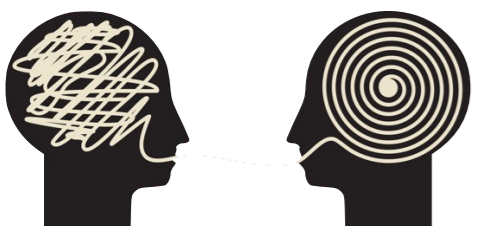
- Simple reflections
- Complex reflections

Reframing

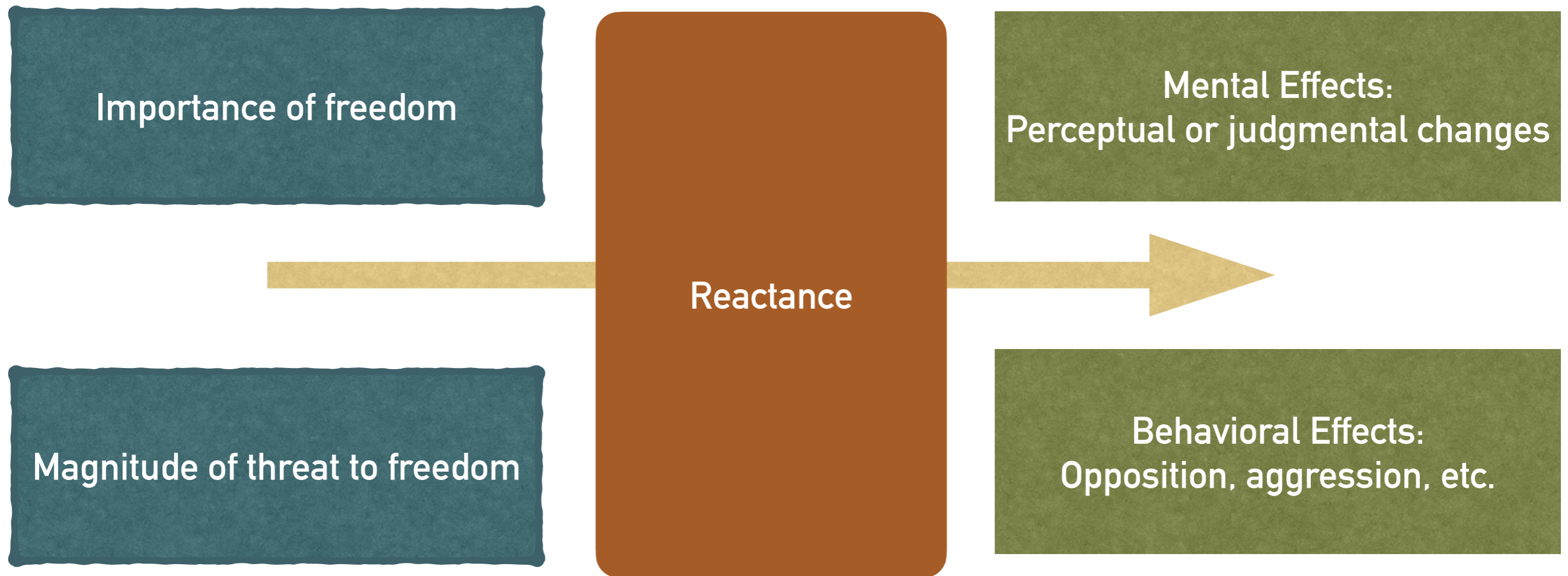


FOLLOWING SKILLS

Reflection responses



REACTANCE THEORY





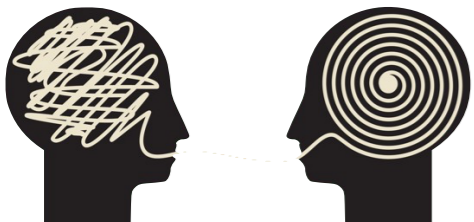
TWELVE COMMUNICATION ROADBLOCKS

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

(Gordon, 2003)

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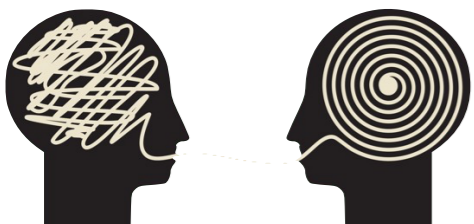
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TWELVE COMMUNICATION ROADBLOCKS

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

(Gordon, 2003)

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TWELVE COMMUNICATION ROADBLOCKS

SAFE CONVERSATIONS

Discussion of “safe” topics may help lower defenses and increase openness

Brief discussion can be appropriate

