

*The Cooperative Pathway from Conflict to Resolution*

**TABLE 2.2**  
**Red Flags Indicating Disruptive Communication Habits**

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INSTEAD OF SAYING WHAT IS WANTED

- Saying nothing
- Hinting
- Expressing dislikes, the negative of what one wants: "I don't want to . . ."
- Asking questions instead of stating feelings: "What do you want to do?" or, "Don't you think that . . .?"
- Launching statements with the pronoun you as the subject: "You shouldn't . . ."
- Criticisms: "Why did you have to . . .?"
- Blame: "If you hadn't . . ."
- Complaints: "I don't like you to . . ." or "I never get to . . ."
- Critical innuendo
- Irritated or accusatory tone of voice

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INSTEAD OF RECEPTIVE LISTENING

- Continuing with own train of thought, ignoring instead of incorporating what the other person has just said
- Focus on what is wrong instead of what is right in what the other is saying
- Interpretive response, especially if it includes projections of own feelings attributed to the speaker: "You just want . . ."
- Contradicting response: "Yes, but . . ."
- No response, verbal or nonverbal

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INSTEAD OF SYMMETRY

- Unequal air time (length that each person talks)
- Different voice volumes
- Different rates of speech
- Unequal speaking and listening roles

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INSTEAD OF A SUMMARIZING STATEMENT

- No summarizing statements
  - Summarizing statements that omit what one person said
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