

Communication Faults: 100 Communication Mistakes People Make

What mistakes are you making when you open your mouth? Here are 100 common communication faults. Use this checklist when working with a client to strengthen their effectiveness, or as part of your own professional development. As you use this list, you will discover that each item—if the client is willing to discuss it—leads to the client's heart and soul. If one's eyes are mirrors of the soul, communication is a mirror of the mind.

1. Lack of Credibility

- Over-promises results/benefits
- Overstates facts: hypes
- Lies, misrepresents; dishonest
- Sneaky, nor forthright
- Eager to please, need approval
- Pretentious, tries to impress
- Sounds needy, desperate
- Insincere-sounding; not real
- B.S.er, full of it, full of themselves
- Justifies, over-explains

2. Disrespectful

- Critical, harsh, judgmental
- Insensitive, no compassion
- One-ups, downplays efforts
- Ignores what was said
- Patronizes, parents
- Sexist, bigoted, intolerant
- Digs, undermines, barbs
- Inappropriate comments, humor
- Stingy with praise or support
- Hard-sell, tries to convince, trick

3. Disrupts Flow

- Too positive; pushes mood

- Too fast, adrenalized/pushes mood

- Half-duplex (can't hear when speaking)

- Inattentive, easily distracted

- Information-reactive (responds only to information, not person/feelings)

- Literal, can't get gist easily

- Keeps making point even after other person 'got it'

- Responds with no-sequitors

- Interrogates, peppers with questions

- Overly concerned, too significant

5. No Warmth

- Cold, icy

- No personality, flat, no fizz

- Measured, controlled

- Suspicious, distrusting

- Negative, jaded, ascerbic

- Quickly points out flaws

- Rigid

- Highly technical language

- Analytical, logic-without-feelings

- Judges, labels, compartmentalizes

4. Lack of Clarity

- Trite, boring, old, useless

- Pat answers/quotes, walking cliché

- Confusing, overly complicated

- Vague, rambles repetitive

- Mishears, mislabels, assumes

- Consumes info versus assimilating it

- Dogmatic, righteous, singular

- Linear, two dimensional, flat information

- Overloads with too much info

- Too quick with advice

6. Weak Listener

- Listens too hard

- Listens only for the familiar; misses subtlety

- Can't multi-process (can only hear one idea/subject/problem at a time)

- Listens blindly (not sure what to listen for)

- No echo (person doesn't feel heard)

- Always preparing a response; misses what is being said

- Reacts negatively, stops listening

- Interrupts too much

- Corrects too much

7. Poor Speaker

- Doesn't condition or contextualize

- Uses jargon or boilerplate

- Uses generic, non-specific language

- Has inadequate vocabulary

- Doesn't know distinctions

- Ignorant, unformed about life or subject

- Mostly "I/me" oriented

- Oblivious/unaware of people's reactions

- Numb, unaware of own feelings

- Steps over/ignores key clues

9. Ineffective Style

- Oblique, hinting (versus direct)

- Slow, plodding (versus quick)

- Draining (consumes space/energy)

- Coach versus consult

- Coach versus help

- Matter versus mean something

- Intense, over-eager, too on

- Speaks too slowly

- Speaks too quickly

- Bossy, domineering, controlling

- Sugary wweet, puffery

- Broadcasts, lectures, speaks 'at'

- Talks more than listens

8. Wrong Focus

- Symptoms-oriented (versus source)

- Problem-centric (versus source)

- Past-oriented (versus present)

- Future-oriented (versus present)

- Consequence-oriented

- Old-fashioned (versus current thinking)

- Hearsay, gossip (versus fact)

- Theoretical (versus practical)

- Tactical (versus strategic)

10. Annoying Voice/Tone

- Feeble, weak, doesn't reach/affect

- Loud, booming, overpowering

- Nasal, grating

- High pitch, squeaky

- Hesitant, tentative, unsure

- Heavy breather, spitter

- Shrill

- Whine-y

- Negative, doomsday tone

- Heavy significant, overacting
