Group Two:

I. Vocabulary to look up:
Diagnose, "amateur psychiatrist", impede, irritate, divert

II. Read about the two barriers of diagnosing and diverting

III. If you have had personal experiences with these barriers, share with your group.

IV. Be ready to share the definitions and examples. Include examples that were shared in your group.

3. Diagnosing
a. We analyze why a person is behaving as he or she is and play amateur psychiatrist. Diagnosing is a form of labeling. Instead of listening to the substance of what a person is saying, some people play emotional detective.

b. Communication tends to be impeded when we label someone and/or their behavior.

c. For example; "I can read you like a book"; "You are just doing that to irritate me." "You're just jealous of ____________.

4. Diverting
a. We push the other’s problems aside through distraction. We switch a conversation from the other person’s concerns to our own topic. Some of us divert a conversation because we lack the awareness and skills to listen effectively.

b. We divert sometimes because we are uncomfortable with the emotions stimulated by the conversation going on. For example; "Don't dwell on it, Sarah. Let's talk about something more pleasant. Or, "Think you've got it bad?! Let me tell you what happened to me." "Why don't you do it yourself?"