1. Ordering, Directing, Commanding
   • “Don’t say that”
   • “You’ve have got to deal with reality”
   • “You need to apologize”

2. Warning or Threatening
   • “If you don’t start listening you are going to lose your job”
   • “This is the last time you are going to get away with that”

3. Giving Advice, Making Suggestions, Providing Solutions
   • “What I would do is…”
   • “Why don’t you…”
   • “Have you ever tried…”

4. Persuading with Logic, Arguing, Lecturing
   • “Yes, but…”
   • “You know how many times I have heard this same excuse”

5. Moralizing or Preaching
   • “You really ought to…”
   • “You really shouldn’t smoke, it’s bad you and for your family.”

6. Judging, Criticizing, Directing, Blaming
   • “It’s your own fault.”
   • “You are being so selfish.”
   • “I can’t believe you didn’t know better.”

7. Agreeing, Approving, Praising
   • “You are absolutely right.”
   • “That’s what I would do.”

8. Shaming, Ridiculing, Name-Calling
   • “That was really stupid”
   • “You should be ashamed of yourself”
   • “How could you have done such a thing?”

9. Interpreting or Analyzing
   • “You don’t really mean that.”
   • “You know what the real issue is, don’t you?”

10. Reassuring, Sympathizing, Consoling
    • “It’s okay, it’s not that bad.”
    • “Don’t worry, everything will be alright”

11. Questioning or Probing
    • “How are you going to manage that?”
    • “Doesn’t that upset you?”

12. Withdrawing, Distracting, Humoring, Changing the Subject
    • “Can we talk about that some other time?”
    • “That reminds me of a time when I …”