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Acclaimed for its strong theoretical framework and consistent organization, Arnold and Boggs' Interpersonal Relationships: Professional Communication Skills for Nurses, 6th Edition, remains the definitive resource in developing effective communication with clients, families, and colleagues in order to achieve treatment goals in health care. This two-time AJN Book of the Year award-winner is thoroughly updated and includes current references describing how to modify communications strategies for various populations and situations including children, the elderly, end of life, health teaching, stress, crisis, and colleagues. Two new chapters address issues in contemporary health care related to promoting health safety and supporting continuity of care. Not only does this book present proven communications strategies and principles in nursing, psychology, and related theoretical frameworks, but also it challenges you to apply these strategies and principles to numerous exercises and practical nursing case studies. Written in terms of the nurse-client relationship, the cutting-edge communications strategies presented are key for nursing students and professional nurses. Covers all mandated topics for nursing professionals, from beginning students to staff development in a variety of settings, including professional collaboration, health team communication, patient-centered care, safety, and hand-off communication. Discusses nursing, behavioral, developmental, family, and communication theories, providing an essential foundation and a theoretical perspective of effective communication. Offers basic concepts first, followed by applications with emphasis on assessment, providing a sound framework as you prepare for nurse-client interactions. Experiential exercises offer the opportunity to practice, observe and critically evaluate your professional communication skills in a safe learning environment. Critical Thinking Exercises promote critical thinking processes essential for effective communication in nursing practice. Includes case examples throughout, creating empathy for clients' perspectives and needs. Offers Ethical Dilemma and Developing an Evidence-Based Practice boxes in each chapter. Describes how best to use the electronic health record for clear communication with current information on classification systems, standards of documentation, and telehealth technologies used in nursing. Acknowledges humor, gender, and touch as important means of communication in interpersonal relationships. Increases awareness of the issues involved in communicating with individuals of various stages of life, clients with special needs, and colleagues in all areas of health care. Provides learning objectives, chapter overviews, and a detailed glossary -- all designed to focus your learning and help you organize key content. A timely NEW Communicating for a Safe Environment chapter provides practice guidelines in line with The Joint Commission National Patient Safety Goals on improved communication among caregivers. NEW Communicating for Continuity of Care chapter defines COC and describes current challenges, and addresses its relational, informational, and management dimensions. Enhanced discussion on spirituality and end-of-life needs focuses on trust, empathy, and the nurse-client relationship -- all central components of holistic nursing identified by The Joint Commission as priorities for patient care.

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Communication Skills in Pharmacy Practice helps pharmacy and pharmacy technician students learn the principles, skills, and practices that are the foundation for clear communication and the essential development of trust with future patients. This text's logical organization guides students from theory and basic principles to practical skills development to the application of those skills in everyday encounters. Sample dialogues show students how to effectively communicate, and practical exercises fine tune their communication skills in dealing with a variety of sensitive situations that arise in pharmacy practice.

Communication Skills for the Healthcare Professional is a comprehensive yet compact guide to learning essential communication skills that will prepare students for success as healthcare professionals. Intended to supplement the clinical coursework students complete in the first one to two years of all allied health programs, the book uses a broad range of examples, role plays, and scenarios from virtually every healthcare field, enabling both instructors and students to use it as an essential resource for mastering any area-specific communication skill. Each chapter provides students with objective and short-answer questions to test comprehension of the material, as well as more complex clinical applications that encourage students to develop the critical thinking skills they will need every day as professionals in the healthcare industry.

THE ESSENTIAL HANDBOOK FOR EFFECTIVELY COMMUNICATING ENVIRONMENTAL, SAFETY, AND HEALTH RISKS, FULLY REVISED AND UPDATED Now in its sixth edition, Risk Communication has proven to be a valuable resource for people who are tasked with the responsibility of understanding how to apply the most current approaches to care, consensus, and crisis communication. The sixth edition updates the text with fresh and illustrative examples, lessons learned, and recent research as well as provides advice and guidelines for communicating risk information in the United States and other countries. The authors help readers understand the basic theories and practices of risk communication and explain how to plan an effective strategy and put it into action. The book also contains information on evaluating risk communication efforts and explores how to communicate risk during and after an emergency. Risk Communication brings together in one resource proven scientific research with practical, hands-on guidance from practitioners with over 30 years of experience in the field. This important guide: Provides new examples of communication plans in government and industry, use of social media, dealing with "fake news," and new digital tools for stakeholder involvement and crisis communications Contains a new chapter on partnerships which covers topics such as assigning roles and expectations, ending partnerships, and more Presents real-world case studies with key lessons all risk communicators can apply. Written for engineers, scientists, professors and students, land use planners, public health practitioners, communication specialists, consultants, and regulators, the revised sixth edition of Risk Communication is the must-have guide for those who communicate risks.

This text provides a research-based thorough overview of health communication, balancing theory with practical advice and examples that encourage students to further develop their own communication skills. In a broad survey of the field, approached from the perspectives of both caregiver and patient, it offers solid coverage of the history of health care, an examination of culture's role in health and healing, and a look at current issues and challenges facing health care. The new edition includes expanded coverage of diversity among patients and of the impact of technology on health care communication today.

This essential resource guides nursing students through the concepts integral to successful communication for the duration of their degree.

You'll begin with a thorough analysis of your internal communication, which includes self talk related to personal esteem, resilience, and outlook. Next, you'll explore how to build effective and satisfying alliances with others (your external communication), which includes the development of skills related to negotiation, social awareness and emotional intelligence. Finally, you will be guided to develop your instrumental communication, which includes skills related to effective teaching, advocacy and leadership.