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Communication from the Inside out (Paperback)

By Mueller

F.A. Davis Company, United States, 2010. Paperback. Condition: New. New ed.. Language: English . This book usually ship within 10-15 business days and we will endeavor to dispatch orders quicker than this where possible. Brand New Book. This text will guide you to a more effective relationship with patients and colleagues by exploring three inter-related elements of communication (internal, external and instrumental), which start from the inside out. 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. Activities and case studies focus on self-awareness, self-confidence, self-reflection, the analysis of communication skills, and sensitivity to the needs of others. Ideas and suggestions show how to develop skills in desired areas. Suggestions for self assessment and reflection (field notes) enable readers to chart the development of their communication skills as they progress through the book. Clinical Scenarios...



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