



索書號：W18.2/M131

登錄號：E0013644

介購單位：圖書館

書名：Communication skills for the healthcare professional

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內容簡介： Fully updated to reflect the latest changes in the healthcare field, this comprehensive yet compact guide helps nursing and health professions students become strong and confident communicators. Throughout the text, a broad range of examples, role plays, and scenarios from virtually every healthcare field help students master area-specific communication skills, while practical coverage of essential verbal and nonverbal communication skills prepares them for effective practice. The second edition features a new chapter, expanded coverage of social media, and a stronger focus on the soft skills needed for effective practice..

目錄：

CHAPTER 1 Communication and the quality of care

CHAPTER 2 Nonverbal communication

CHAPTER 3 Verbal communication

CHAPTER 4 Professional communication and behavior

CHAPTER 5 Modifying communication to a patient's unique needs

CHAPTER 6 Adapting communication to a patient's ability to understand

CHAPTER 7 Cultural sensitivity

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