

Communication Training Resource List

Books

The following books are all available from the Francis Costello Library (location 9).

General

Beer, J. 2012. The mediator's handbook. HD 30 BEE

Cornelissen, J. 2014. Corporate communication: a guide to theory and practice. HD 30 COR

Del Mar, C. 2006. Clinical thinking: evidence, communication and decision-making. WB 100 DEL

Dutton, J. 2003. Energize your workplace: how to create and sustain high-quality connections at work. HF 5549 DUT

Fisher, R. 2012. Getting to yes: negotiating an agreement without giving in. HD 30 FIS

Forsyth, P. 1997. Telephone skills. HF 5718

Grimsley, A. 2010. Vital conversations: making the impossible conversation possible. HD 30 GRI

Hargie, O. 2004. Communication skills for effective management. HD 30 HAR

Kuhnke, E. 2012. Body language for dummies. WLM 875 KUH

Malandro, L. 2003. Say it right: the first time. HD 30 MAL

Moore, C. 2014. The mediation process: practical strategies for resolving conflict. HD 30 MOO

Rosenberg, M. 2003. Nonviolent communication: a language of life. HD 30 ROS

Silvis, C. 2016. Presentation skills: one hour workshop. Boston, MA : Cengage Learning. HF 5718 SIL

Stone, D. 2014. Thanks for the feedback: the science and art of receiving feedback well: even when it is off base, unfair, poorly delivered, and, frankly, you're not in the mood. W 62 STO

Thompson, N. 2011. Effective communication: a guide for the people professions. WY 87 THO

Tourish, D. 2004. Key issues in organizational communication. HD 30 TOU

Healthcare

Abraham, C. 2012. Writing health communication: an evidence-based guide. W 20.7 ABR

Apker, J. 2012. Communication in health organizations. HD 30 APK

Divan, A. 2009. Communication skills for the biosciences: a graduate guide. W 20.7 DIV

Hugman, B. 2009. Healthcare communication. W 62 HUG

McCorry, L. 2011. Communication skills for the healthcare professional. WY 87 MCC

Moss, B. 2008. Communication skills for health and social care. BF 637.C45 MOS

Purtilo, R. 2014. Health professional and patient interaction. W 62 PUR

van Servellen, G. 2009. Communication skills for the health care professional: concepts, practice and evidence. WY 87 VAN

Francis Costello Library

Clinical

Parrot, T. 2011. Effective communication skills for doctors: a practical guide to clear communication within a hospital environment. W 62 PAR

Washer, P. 2009. Clinical communication skills. W 62 WAS

Nurses

Bach, S. 2011. Communication and interpersonal skills in nursing. WY 87 BAC

Balzer Riley, J. 2012. Communication in nursing. WY 87 BAL

Freshwater, D. 2003. Counselling skills for nurses, midwives and health visitors. WY 87 FRE

Kraszewski, S. 2010. Communication skills for adult nurses. WY 87 KRA

McCabe, C. 2013. Communication skills for nursing practice. WY 87 MCC

Sheldon, L. 2009. Communication for nurses: talking with patients. WY 87 SHE

Turnbull, A. 2001. Plain words for nurses: writing and communicating effectively. W 20.7 TUR

Webb, L. 2011. Nursing: communication skills in practice. WY 87 WEB

Journal Articles

Orner, R. 2016. Communication and customer service. *24x7*, 21 (10) pp 18-21

Developing communication skills. 2016. *Leadership Excellence Essentials*, 33 (5) pp 25

Kaye, S. 2016. It's showtime! How to give effective presentations. *Supervision*, 77 (5) pp 12-14

Williams, O. 2015. Clinical detachment vs. the personal touch in pharmacy practice. *Drug Topics*, 159 (3) pp 11
Carlton Collins, J. 2015. Go ahead, take the stage. *Journal of Accountancy*, 219 (3) pp 1-7

Andrew, D. 2015. Discovering the power of our voice and the art of listening. *Enterprise/Salt Lake City*, 44 (22) pp 15

Improve your clinical and patient communication skills. 2015. *Medical Post*, 51 (15) pp 18-19

Harris, L. 2015. Beside manners. *TD: Talent Development*, 69 (12) pp 48-52

Communication with our patients is vital. *Pulse*, Aug 2015 pp 30-31

Please note that you need an Athens account to access our online journals. To register or log in, go to: www.evidence.nhs.uk and click on the *journals and databases* link.
