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

Journal Articles

Orner, R. 2016. Communication and customer service. 24x7, 21 (10) pp 18-21
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
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
Communication with our patients is vital. Pulse, Aug 2015 pp 30-31

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