

1. Record Nr.	UNINA9910155847703321
Autore	Thompson Neil <1955->
Titolo	People Skills // Neil Thompson
Pubbl/distr/stampa	London : , : Palgrave Macmillan, , 2015 ©2015
ISBN	1137467576 9781137467553
Edizione	[4th edition.]
Soggetti	Interpersonal communication Interpersonal relations Self-management (Psychology) Problem solving
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Nota di contenuto	PART I: PERSONAL EFFECTIVENESS -- 1. Self-Awareness -- 2. Time Management -- 3. Stress Management -- 4. Information Management -- 5. Assertiveness -- 6. Beating The Bully -- 7. Using Supervision -- 8. Being Creative -- 9. Continuous Professional Development -- 10. Being Realistic And Resilient -- PART II: INTERACTION SKILLS -- 11. Valuing Diversity -- 12. Verbal Communication -- 13. Nonverbal Communication -- 14. Written Communication -- 15. Interviewing -- 16. Influencing Skills -- 17. Leadership -- 18. Handling Feelings -- 19. Managing Conflict -- 20. Multidisciplinary Working -- PART III: INTERVENTION SKILLS -- 21. Anti-Discriminatory Practice -- 22. Being Systematic -- 23. Assessment -- 24. Planning -- 25. Decision Making -- 26. Managing Risk -- 27. Review And Evaluation -- 28. Ending -- 29. Responding To Trauma: Promoting Healing And Recovery -- 30. Reflective Practice.
Sommario/riassunto	"This new edition offers a comprehensive and up-to-date introduction to developing people skills. Written in an accessible and engaging style by leading author Neil Thompson, it is an essential read for students and practitioners of social work and all other helping professions."

