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Chapter 7: TimeChapter 8: Boundaries; Clinical Example 1; Clinical Example 2; Mindfulness; Clinical Example 3; Chapter 9: Biases; Clinical Example; References; Chapter 10: Clinician Emotions; Section III: Everyday Manners in Difficult Clinical Situations; Chapter 11: Mistakes and Apologies; References; Chapter 12: Hope and Bad News; Reference; Chapter 13: Grief; Chapter 14: Expressing Condolences; References; Chapter 15: Disgust; Section IV: Effective Approaches in Challenging Populations; Chapter 16: Difficult Encounters; Clinical Example; Chapter 17: Somatic Complaints; Clinical Example  
Chapter 18: Clinician ConflictChapter 19: Substance Abuse; Clinical Example; Clinical Scenario; Practice Considerations; Questions; Section V: Afterword; Chapter 20: Cultivating Mindfulness; Measuring Mindfulness; Mindful Activities and Practices; References; Index

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Sommario/riassunto

A handy guide to tackling difficult patient and professional interactions with confidence and compassion. In this age of increasing reliance on technology, it is essential that the fundamentals of compassionate care and good communication remain at the heart of health care. This clear, concise guide to professional communication strategies helps nurses and other health care clinicians to navigate a wide variety of difficult patient and professional interactions. The book tackles such complex issues as dealing with demanding patients, maintaining professional boundaries, overcoming biases and s

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