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Nota di contenuto	Prelims; Table of contents; Introduction; To the reader; Chapter 1 What are interpersonal skills; Chapter 2 Starting with yourself; Chapter 3 Getting to know each other; Chapter 4 Special difficulties; Chapter 5 Practical considerations; Conclusion; Suggested reading
Sommario/riassunto	Experienced professionals and novice care workers a like need to communicate meaningfully with their clients. To do so successfully you need to understand the skills required and how to practice them. This self-directed study workbook will appeal to everyone with a health and social care interest. It can be used as a stand-alone module or part of an assessment programme, or as part of a more formal training programme at a college or other institution. It can be used in a very flexible way and covers a variety of skills required for effective communication.