

1. Record Nr.	UNINA9910782674303321
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Titolo	Communication skills for working with elders [[electronic resource] /] / Barbara Bender Dreher
Pubbl/distr/stampa	New York, : Springer, c2001
ISBN	1-281-80636-6 9786611806361 0-8261-1623-X
Edizione	[2nd ed.]
Descrizione fisica	1 online resource (180 p.)
Disciplina	362.6
Soggetti	Social work with older people Interpersonal communication Communication in social work Communicative disorders in old age
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Contents; Introduction; Chapter 1 Bridges to Understanding; Chapter 2 How Aging Affects Communication; Chapter 3 Interacting With the Elderly; Chapter 4 How Illness Affects Communication Skills; Chapter 5 Exchanging Messages Despite Barriers; Chapter 6 Decision Making With the Elderly; Chapter 7 Group Involvement; Chapter 8 Promoting Self-Expression; Chapter 9 Computers and the Oldest Generation; Chapter 10 Preserving Morale; Index
Sommario/riassunto	""Dr. Dreher's book is a concise and highly readable guide to developing and enhancing one's communication skills for the betterment of the elderly person's quality of life... [It] clearly has a place on the bookshelf of every layman and professional alike who interacts with elderly people."". - Gerontology and Geriatrics Education, about the first edition. ""...extremely useful as a teaching tool."". - Geriatric Nursing, about the first edition. This popular text provides practical guidelines for effective interaction with the elderly and presents techniques for overcoming common communicatio