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Nota di contenuto	COVER; Advocacy Skills for Health and Social Care Professionals; Contents; PREFACE; ACKNOWLEDGEMENTS; Part 1 Contexts; 1 What Advocacy is, Why it Matters and Why It Happens; 2 Ethical Principles for Effective Advocacy; 3 Advocacy in Action; Part 2 The Advocate's Skills; 4 Introduction to Part 2; 5 Interviewing; 6 Assertiveness and Force; 7 Negotiation; 8 Self-management; 9 Legal Knowledge and Research; 10 Litigation; 11 A Structure for Advocacy; 12 What Next?; SUBJECT INDEX; AUTHOR INDEX;
Sommario/riassunto	Most professionals working in health or social care will be required to act as advocates as part of their work. A social worker or community nurse may need to obtain extra benefits or a particular service for a client; a housing official may need to help a tenant whose benefit has been delayed thus placing them at risk of homelessness; a voluntary body may decide to challenge a statement of special educational needs for a child. This is a practical guide to advocacy skills specifically written for those in the health and social care professions. Neil

