

Communication and Engagement Skills (HEA1023M)

View Online



Back, Ken, and Kate Back. 2005. *Assertiveness at Work: A Practical Guide to Handling Awkward Situations*. [Revised] 3rd ed. London: McGraw-Hill.

Borg, Marit, and Kristjana Kristiansen. 2004. 'Recovery-Oriented Professionals: Helping Relationships in Mental Health Services'. *Journal of Mental Health* 13(5):493-505. doi:10.1080/09638230400006809.

Caris-Verhallen, Wilma M. C. M., Ada Kerkstra, and Jozien M. Bensing. 1999. 'Non-Verbal Behaviour in Nurse-Elderly Patient Communication'. *Journal of Advanced Nursing* 29(4):808-18. doi:10.1046/j.1365-2648.1999.00965.x.

Dickson, Anne, and Kate Charlesworth. 1982. *A Woman in Your Own Right: Assertiveness and You*. London: Quartet.

Douglas, Tom. 1993. *A Theory of Groupwork Practice*. Basingstoke: Macmillan.

Egan, Gerard. 2014a. *The Skilled Helper: A Client-Centred Approach*. Europe, Middle East&Africa edition. Andover: Cengage Learning.

Egan, Gerard. 2014b. *The Skilled Helper: A Problem-Management and Opportunity-Development Approach to Helping*. 10th ed. [International ed.]. Belmont, Calif: Brooks/Cole Cengage Learning.

Egan, Gerard, and Rich McGourty. 2002a. *Exercises in Helping Skills: A Manual to Accompany 'The Skilled Helper'*. Pacific Grove, CA: Brooks/Cole.

Egan, Gerard, and Rich McGourty. 2002b. *Skilled Helping around the World*. Belmont, CA: Brooks/Cole.

Forrester, Donald, Sophie Kershaw, Helen Moss, and Laura Hughes. 2008. 'Communication Skills in Child Protection: How Do Social Workers Talk to Parents?' *Child & Family Social Work* 13(1):41-51. doi:10.1111/j.1365-2206.2007.00513.x.

Gillen, Terry and Institute of Personnel and Development. 1997. *Assertiveness*. Vol. Training extras. London: Institute of Personnel and Development.

Hanna, F. J., C. A. Hanna, and S. G. Keys. 1999. 'Fifty Strategies for Counseling Defiant, Aggressive Adolescents: Reaching, Accepting, and Relating'. *Journal of Counseling and Development* 77(4):395-404.

Hartley, Peter, and Mark Dawson. 2010. *Success in Groupwork*. Vol. Pocket study skills.

Basingstoke: Palgrave Macmillan.

Healy, Karen, and Joan Mulholland. 2007. *Writing Skills for Social Workers*. Vol. *Social work in action*. London: SAGE.

Honey, Peter and Chartered Institute of Personnel and Development. 2001. *Improve Your People Skills*. 2nd ed. London: CIPD.

Howe, David. 2013. *Empathy: What It Is and Why It Matters*. Basingstoke: Palgrave Macmillan.

Hurley, John, and Paul Linsley. 2012. *Emotional Intelligence in Health and Social Care: A Guide for Improving Human Relationships*. London: Radcliffe Publishing.

Jones, David P. H. and Mylibrary. 2003. *Communicating with Vulnerable Children: A Guide for Practitioners*. London: Gaskell.

Koprowska, Juliet. 2008. *Communication and Interpersonal Skills in Social Work*. Vol. *Transforming social work practice*. 2nd ed. Exeter: Learning Matters.

Koprowska, Juliet. 2014. *Communication and Interpersonal Skills in Social Work*. Vol. *Transforming social work practice*. 4th ed. London: Learning Matters.

Lefevre, Michelle. 2010. *Communicating with Children and Young People: Making a Difference*. Bristol: Policy Press.

Lindon, Jennie, and Lance Lindon. 2008. *Mastering Counselling Skills*. Vol. *Palgrave master series*. 2nd ed. Basingstoke: Palgrave Macmillan.

Lindsay, Trevor, and Sue Orton. 2008. *Groupwork Practice in Social Work*. Vol. *Transforming social work practice*. Exeter: Learning Matters.

Lishman, Joyce, and Joyce Lishman. 2009. *Communication in Social Work*. Vol. *Practical social work*. 2nd ed. Basingstoke: Palgrave Macmillan.

McBride, Patricia. 1998. *The Assertive Social Worker*. Aldershot: Arena.

Miller, Lisa. 2006. *Counselling Skills for Social Work*. London: SAGE.

Milner, Patricia, and Birgit Carolin. 1999. *Time to Listen to Children: Personal and Professional Communication*. London: Routledge.

Moss, Bernard, and Bernard Moss. 2015. *Communication Skills in Health and Social Care*. Third edition. Los Angeles: SAGE.

Musson, Phil. 2011. *Effective Writing Skills for Social Work Students*. Vol. *Transforming social work practice*. Exeter: Learning Matters.

Nelson, Todd D. 2009. *Handbook of Prejudice, Stereotyping, and Discrimination*. Hove: Psychology.

Nelson-Jones, Richard. 2012. *Basic Counselling Skills: A Helper's Manual*. 3rd ed. London:

SAGE.

Preston-Shoot, Michael. 2007. *Effective Groupwork*. Vol. *Practical social work*. 2nd ed. Basingstoke: Palgrave Macmillan.

Reid, Hazel L., and Jane Westergaard. 2011. *Effective Counselling with Young People*. Vol. *Counselling and psychotherapy practice*. Exeter: Learning Matters.

Rew, M., and T. Ferns. 2005. 'Conflict Management. A Balanced Approach to Dealing with Violence and Aggression at Work.' *British Journal of Nursing* 14(4):227-32.

Riggall, Sally. 2011. 'Social Work Students' Experiences of Using the Egan Skilled Helper Model'. *Journal of Practice Teaching and Learning* 11(1):37-53. doi:10.1921/175951511X651940.

Riggall, Sally. 2012. *Using Counselling Skills in Social Work*. Vol. *Transforming social work practice*. Los Angeles: Sage/Learning Matters.

Rogers, Carl R., H. Jerome Freiberg, and Carl R. Rogers. 1994. *Freedom to Learn*. 3rd ed. New York: Merrill.

Rogers, Carl R., Howard Kirschenbaum, and Valerie Land Henderson. 1990. *The Carl Rogers Reader*. London: Constable.

Rogers, Carl R., and Peter D. Kramer. 1995. *On Becoming a Person: A Therapist's View of Psychotherapy*. New York: Houghton Mifflin.

Seden, Janet. 2005. *Counselling Skills in Social Work Practice*. 2nd ed. Maidenhead: Open University Press.

Sharry, John. 2007. *Solution-Focused Groupwork*. 2nd ed. Los Angeles, Calif: SAGE.

Social Care Institute for Excellence (SCIE). n.d. <http://www.scie.org.uk/>.

Stroebe, M., and Henk Schut. 1999. 'The Dual Process Model of Coping with Bereavement: Rationale and Description.' *Death Studies* 23(3):197-224. doi:10.1080/074811899201046.

Sutherland, Sue, and Sandra Stroot. 2010. 'The Impact of Participation in an Inclusive Adventure Education Trip on Group Dynamics'. *Journal of Leisure Research* 42(1):153-76.

Thompson, Neil. 2009. *People Skills*. 3rd ed. Basingstoke: Palgrave Macmillan.

Thompson, Neil, and Jo Campling. 2003. *Communication and Language: A Handbook of Theory and Practice*. Basingstoke: Palgrave Macmillan.

Thompson, Neil and Campling, Jo. 2003. *Communication and Language: A Handbook of Theory and Practice*. Basingstoke: Palgrave Macmillan.

Thompson, Neil, and Neil Thompson. 2011. *Effective Communication: A Guide for the People Professions*. 2nd ed. Basingstoke: Palgrave Macmillan.

- Thompson, Sue, and Neil Thompson. 2008. *The Critically Reflective Practitioner*. Basingstoke: Palgrave Macmillan.
- Trevithick, Pamela. 2005. 'The Knowledge Base of Groupwork and Its Importance within Social Work'. *Groupwork* 15(2):80-107.
- Tuckman, Bruce W. 1965. 'Developmental Sequence in Small Groups.' *Psychological Bulletin* 63(6):384-99. doi:10.1037/h0022100.
- Tuckman, Bruce W., and Mary Ann C. Jensen. 2010. 'Stages of Small-Group Development Revisited'. *Group Facilitation: A Research & Applications Journal* 10:43-48.
- Watts, Richard E., and Yvonne Garza. 2008. 'Using Children's Drawings to Facilitate the Acting "As If" Technique'. *Journal of Individual Psychology* 64(1):113-18.
- Winstanley, Diana. 2009. *Personal Effectiveness: A Guide to Action*. New Delhi: Excel Books.
- Woodcock, J., and C. Tregaskis. 2008. 'Understanding Structural and Communication Barriers to Ordinary Family Life for Families with Disabled Children: A Combined Social Work and Social Model of Disability Analysis'. *British Journal of Social Work* 38(1):55-71. doi:10.1093/bjsw/bcl065.
- Woodcock Ross, Johanna. 2010. *Specialist Communication Skills for Social Workers: Focusing on Service Users' Needs*. Basingstoke: Palgrave Macmillan.
- Worden, J. William. 2010. *Grief Counselling and Grief Therapy: A Handbook for the Mental Health Practitioner*. 4th ed. London: Routledge.
- Wosket, Val. 2006. *Egan's Skilled Helper Model: Developments and Applications in Counselling*. Hove, East Sussex: Routledge.