

Communication and Engagement Skills (HEA1023M)

View Online



Back, K., & Back, K. (2005). *Assertiveness at work: a practical guide to handling awkward situations* ([Revised] 3rd ed). McGraw-Hill.

Borg, M., & Kristiansen, K. (2004). Recovery-oriented professionals: helping relationships in mental health services. *Journal of Mental Health*, 13(5), 493–505.
<https://doi.org/10.1080/09638230400006809>

Caris-Verhallen, W. M. C. M., Kerkstra, A., & Bensing, J. M. (1999). Non-verbal behaviour in nurse-elderly patient communication. *Journal of Advanced Nursing*, 29(4), 808–818.
<https://doi.org/10.1046/j.1365-2648.1999.00965.x>

Dickson, A., & Charlesworth, K. (1982). *A woman in your own right: assertiveness and you*. Quartet.

Douglas, T. (1993). *A theory of groupwork practice*. Macmillan.

Egan, G. (2014a). *The skilled helper: a client-centred approach* (Europe, Middle East&Africa edition) [Book; ebook]. Cengage Learning.
<https://www.vlebooks.com/vleweb/product/openreader?id=UniLincoln&isbn=9781473708082>

Egan, G. (2014b). *The skilled helper: a problem-management and opportunity-development approach to helping* (10th ed. [International ed.]). Brooks/Cole Cengage Learning.

Egan, G., & McGourty, R. (2002a). *Exercises in helping skills: a manual to accompany 'The skilled helper'*. Brooks/Cole.

Egan, G., & McGourty, R. (2002b). *Skilled helping around the world*. Brooks/Cole.

Forrester, D., Kershaw, S., Moss, H., & Hughes, L. (2008). Communication skills in child protection: how do social workers talk to parents? *Child & Family Social Work*, 13(1), 41–51. <https://doi.org/10.1111/j.1365-2206.2007.00513.x>

Gillen, T. & Institute of Personnel and Development. (1997). *Assertiveness: Vol. Training extras*. Institute of Personnel and Development.

Hanna, F. J., Hanna, C. A., & Keys, S. G. (1999). Fifty strategies for counseling defiant, aggressive adolescents: Reaching, accepting, and relating. *Journal of Counseling and Development*, 77(4), 395–404.

Hartley, P., & Dawson, M. (2010). *Success in groupwork: Vol. Pocket study skills*. Palgrave Macmillan.

Healy, K., & Mulholland, J. (2007). *Writing skills for social workers: Vol. Social work in action*. SAGE.

Honey, P. & Chartered Institute of Personnel and Development. (2001). *Improve your people skills (2nd ed)*. CIPD.

Howe, D. (2013). *Empathy: what it is and why it matters*. Palgrave Macmillan.

Hurley, J., & Linsley, P. (2012). *Emotional intelligence in health and social care: a guide for improving human relationships*. Radcliffe Publishing.

Jones, D. P. H. & Mylibrary. (2003). *Communicating with vulnerable children: a guide for practitioners [Book; ebook]*. Gaskell.
<https://proxy.library.lincoln.ac.uk/login?url=https%3A%2F%2Febookcentral.proquest.com%2Flib%2Fulinc%2Fdetail.action%3FdocID%3D333081>

Koprowska, J. (2008). *Communication and interpersonal skills in social work: Vol. Transforming social work practice (2nd ed) [Ebook]*. Learning Matters.
<https://www.vlebooks.com/vleweb/product/openreader?id=UniLincoln&isbn=9781844456055>

Koprowska, J. (2014). *Communication and interpersonal skills in social work: Vol. Transforming social work practice (4th ed)*. Learning Matters.

Lefevre, M. (2010). *Communicating with children and young people: making a difference*. Policy Press.

Lindon, J., & Lindon, L. (2008). *Mastering counselling skills: Vol. Palgrave master series (2nd ed)*. Palgrave Macmillan.

Lindsay, T., & Orton, S. (2008). *Groupwork practice in social work: Vol. Transforming social work practice [Book; ebook]*. Learning Matters.
<https://www.vlebooks.com/vleweb/product/openreader?id=UniLincoln&isbn=9781844458011>

Lishman, J., & Lishman, J. (2009). *Communication in social work: Vol. Practical social work (2nd ed)*. Palgrave Macmillan.

McBride, P. (1998). *The assertive social worker*. Arena.
<https://ebookcentral.proquest.com/lib/ulinc/detail.action?docID=4817126>

Miller, L. (2006). *Counselling skills for social work [Book; ebook]*. SAGE.
<https://proxy.library.lincoln.ac.uk/login?url=https%3A%2F%2Febookcentral.proquest.com%2Flib%2Fulinc%2Fdetail.action%3FdocID%3D354884>

Milner, P., & Carolin, B. (1999). *Time to listen to children: personal and professional communication*. Routledge.

Moss, B., & Moss, B. (2015). *Communication skills in health and social care (Third edition)*.

SAGE.

Musson, P. (2011). *Effective writing skills for social work students: Vol. Transforming social work practice*. Learning Matters.

Nelson, T. D. (2009). *Handbook of prejudice, stereotyping, and discrimination* [Book; ebook]. Psychology.

<https://www.vlebooks.com/vleweb/product/openreader?id=UniLincoln&isbn=9781841697772>

Nelson-Jones, R. (2012). *Basic counselling skills: a helper's manual* (3rd ed). SAGE.

Preston-Shoot, M. (2007). *Effective groupwork: Vol. Practical social work* (2nd ed). Palgrave Macmillan.

Reid, H. L., & Westergaard, J. (2011). *Effective counselling with young people: Vol. Counselling and psychotherapy practice*. Learning Matters.

Rew, M., & Ferns, T. (2005). Conflict management. A balanced approach to dealing with violence and aggression at work. *British Journal of Nursing*, 14(4), 227–232.

Riggall, S. (2011). Social work students' experiences of using the Egan Skilled Helper model. *Journal of Practice Teaching and Learning*, 11(1), 37–53.

<https://doi.org/10.1921/175951511X651940>

Riggall, Sally. (2012). *Using counselling skills in social work: Vol. Transforming social work practice*. Sage/Learning Matters.

Rogers, C. R., Freiberg, H. J., & Rogers, C. R. (1994). *Freedom to learn* (3rd ed). Merrill.

Rogers, C. R., Kirschenbaum, H., & Henderson, V. L. (1990). *The Carl Rogers reader*. Constable.

Rogers, C. R., & Kramer, P. D. (1995). *On becoming a person: a therapist's view of psychotherapy*. Houghton Mifflin.

Seden, J. (2005). *Counselling skills in social work practice* (2nd ed) [Book; ebook]. Open University Press.

<https://www.vlebooks.com/vleweb/product/openreader?id=UniLincoln&isbn=9780335227822>

Sharry, J. (2007). *Solution-focused groupwork* (2nd ed) [Book; ebook]. SAGE.

<https://www.vlebooks.com/vleweb/product/openreader?id=UniLincoln&isbn=9781446206096>

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

Stroebe, M., & Schut, H. (1999). The dual process model of coping with bereavement: rationale and description. *Death Studies*, 23(3), 197–224.

<https://doi.org/10.1080/074811899201046>

Sutherland, S., & Stroot, S. (2010). *The Impact of Participation in an Inclusive Adventure*

Education Trip on Group Dynamics. *Journal of Leisure Research*, 42(1), 153–176.

Thompson, N. (2009). *People skills* (3rd ed). Palgrave Macmillan.

Thompson, N., & Campling, J. (2003). *Communication and language: a handbook of theory and practice*. Palgrave Macmillan.

Thompson, N., & Thompson, N. (2011). *Effective communication: a guide for the people professions* (2nd ed). Palgrave Macmillan.

Thompson, Neil & Campling, Jo. (2003). *Communication and language: a handbook of theory and practice*. Palgrave Macmillan.

Thompson, S., & Thompson, N. (2008). *The critically reflective practitioner*. Palgrave Macmillan.

Trevithick, P. (2005). The knowledge base of groupwork and its importance within social work. *Groupwork*, 15(2), 80–107.

Tuckman, B. W. (1965). Developmental sequence in small groups. *Psychological Bulletin*, 63(6), 384–399. <https://doi.org/10.1037/h0022100>

Tuckman, B. W., & Jensen, M. A. C. (2010). Stages of Small-Group Development Revisited. *Group Facilitation: A Research & Applications Journal*, 10, 43–48.

Watts, R. E., & Garza, Y. (2008). Using Children's Drawings to Facilitate the Acting 'As If' Technique. *Journal of Individual Psychology*, 64(1), 113–118.

Winstanley, D. (2009). *Personal effectiveness: a guide to action*. Excel Books.

Woodcock, J., & Tregaskis, C. (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. <https://doi.org/10.1093/bjsw/bcl065>

Woodcock Ross, J. (2010). *Specialist communication skills for social workers: focusing on service users' needs*. Palgrave Macmillan.

Worden, J. W. (2010). *Grief counselling and grief therapy: a handbook for the mental health practitioner* (4th ed). Routledge.

Wosket, V. (2006). *Egan's skilled helper model: developments and applications in counselling* [Ebook]. Routledge. <https://www.vlebooks.com/vleweb/product/openreader?id=UniLincoln&isbn=9780203965153>