

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. 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. <https://doi.org/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. <https://doi.org/10.1046/j.1365-2648.1999.00965.x>.

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

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

Egan, Gerard. 2014a. *The Skilled Helper: A Client-Centred Approach*. Europe, Middle East&Africa edition. Cengage Learning. Book; ebook. <https://www.vlebooks.com/vleweb/product/openreader?id=UniLincoln&isbn=9781473708082>.

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

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

Egan, Gerard, and Rich McGourty. 2002b. *Skilled Helping around the World*. 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. <https://doi.org/10.1111/j.1365-2206.2007.00513.x>.

Gillen, Terry and Institute of Personnel and Development. 1997. *Assertiveness. Training extras*. 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*. Pocket study skills. Palgrave Macmillan.

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

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

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

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

Jones, David P. H. and Mylibrary. 2003. *Communicating with Vulnerable Children: A Guide for Practitioners*. Gaskell. Book; ebook.
<https://proxy.library.lincoln.ac.uk/login?url=https%3A%2F%2Febookcentral.proquest.com%2Flib%2Fulinc%2Fdetail.action%3FdocID%3D333081>.

Koprowska, Juliet. 2008. *Communication and Interpersonal Skills in Social Work*. 2nd ed. Transforming social work practice. Learning Matters. Ebook.
<https://www.vlebooks.com/vleweb/product/openreader?id=UniLincoln&isbn=9781844456055>.

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

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

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

Lindsay, Trevor, and Sue Orton. 2008. *Groupwork Practice in Social Work*. Transforming social work practice. Learning Matters. Book; ebook.
<https://www.vlebooks.com/vleweb/product/openreader?id=UniLincoln&isbn=9781844458011>.

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

McBride, Patricia. 1998. *The Assertive Social Worker*. Arena.
<https://ebookcentral.proquest.com/lib/ulinc/detail.action?docID=4817126>.

Miller, Lisa. 2006. *Counselling Skills for Social Work*. SAGE. Book; ebook.
<https://proxy.library.lincoln.ac.uk/login?url=https%3A%2F%2Febookcentral.proquest.com%2Flib%2Fulinc%2Fdetail.action%3FdocID%3D354884>.

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

Moss, Bernard, and Bernard Moss. 2015. *Communication Skills in Health and Social Care*.

Third edition. SAGE.

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

Nelson, Todd D. 2009. *Handbook of Prejudice, Stereotyping, and Discrimination*. Psychology. Book; ebook.
<https://www.vlebooks.com/vleweb/product/openreader?id=UniLincoln&isbn=9781841697772>.

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

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

Reid, Hazel L., and Jane Westergaard. 2011. *Effective Counselling with Young People*. Counselling and Psychotherapy practice. 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.
<https://doi.org/10.1921/175951511X651940>.

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

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

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

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

Seden, Janet. 2005. *Counselling Skills in Social Work Practice*. 2nd ed. Open University Press. Book; ebook.
<https://www.vlebooks.com/vleweb/product/openreader?id=UniLincoln&isbn=9780335227822>.

Sharry, John. 2007. *Solution-Focused Groupwork*. 2nd ed. SAGE. Book; ebook.
<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, and Henk Schut. 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, 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. Palgrave Macmillan.
- Thompson, Neil, and Jo Campling. 2003. *Communication and Language: A Handbook of Theory and Practice*. Palgrave Macmillan.
- Thompson, Neil and Campling, Jo. 2003. *Communication and Language: A Handbook of Theory and Practice*. Palgrave Macmillan.
- Thompson, Neil, and Neil Thompson. 2011. *Effective Communication: A Guide for the People Professions*. 2nd ed. Palgrave Macmillan.
- Thompson, Sue, and Neil Thompson. 2008. *The Critically Reflective Practitioner*. 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. <https://doi.org/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*. 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. <https://doi.org/10.1093/bjsw/bcl065>.
- Woodcock Ross, Johanna. 2010. *Specialist Communication Skills for Social Workers: Focusing on Service Users' Needs*. Palgrave Macmillan.
- Worden, J. William. 2010. *Grief Counselling and Grief Therapy: A Handbook for the Mental Health Practitioner*. 4th ed. Routledge.
- Wosket, Val. 2006. *Egan's Skilled Helper Model: Developments and Applications in Counselling*. Routledge. Ebook.
<https://www.vlebooks.com/vleweb/product/openreader?id=UniLincoln&isbn=9780203965153>.