

Communication and Engagement Skills (HEA1023M)

View Online



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

Borg, Marit, and Kristjana Kristiansen. 'Recovery-Oriented Professionals: Helping Relationships in Mental Health Services'. *Journal of Mental Health* 13.5 (2004): 493-505. Web.

Caris-Verhallen, Wilma M.C.M., Ada Kerkstra, and Jozien M. Bensing. 'Non-Verbal Behaviour in Nurse-Elderly Patient Communication'. *Journal of Advanced Nursing* 29.4 (1999): 808-818. Web.

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

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

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

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

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

---. *Skilled Helping around the World*. Belmont, CA: Brooks/Cole, 2002. Print.

Forrester, Donald et al. 'Communication Skills in Child Protection: How Do Social Workers Talk to Parents?' *Child & Family Social Work* 13.1 (2008): 41-51. Web.

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

Hanna, F.J, C.A. Hanna, and S.G Keys. 'Fifty Strategies for Counseling Defiant, Aggressive Adolescents: Reaching, Accepting, and Relating'. *Journal of Counseling and Development* 77.4 (1999): 395-404. Print.

Hartley, Peter, and Mark Dawson. *Success in Groupwork. Pocket study skills*. Basingstoke:

Palgrave Macmillan, 2010. Print.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

editon. Los Angeles: SAGE, 2015. Print.

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

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

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

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

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

Rew, M, and T Ferns. 'Conflict Management. A Balanced Approach to Dealing with Violence and Aggression at Work.' *British Journal of Nursing* 14.4 (2005): 227–232. Print.

Riggall, Sally. 'Social Work Students' Experiences of Using the Egan Skilled Helper Model'. *Journal of practice teaching and learning* 11.1 (2011): 37–53. Web.

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

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

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

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

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

Sharry, John. *Solution-Focused Groupwork.* 2nd ed. Los Angeles, Calif: SAGE, 2007. Web.
<<https://www.vlebooks.com/vleweb/product/openreader?id=UniLincoln&isbn=9781446206096>>.

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

Stroebe, M, and Henk Schut. 'The Dual Process Model of Coping with Bereavement: Rationale and Description.' *Death Studies* 23.3 (1999): 197–224. Web.

Sutherland, Sue, and Sandra Stroot. 'The Impact of Participation in an Inclusive Adventure

Education Trip on Group Dynamics'. *Journal of Leisure Research* 42.1 (2010): 153-176. Print.

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

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

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

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

Thompson, Sue, and Neil Thompson. *The Critically Reflective Practitioner*. Basingstoke: Palgrave Macmillan, 2008. Print.

Trevithick, Pamela. 'The Knowledge Base of Groupwork and Its Importance within Social Work'. *Groupwork* 15.2 (2005): 80-107. Print.

Tuckman, Bruce W. 'Developmental Sequence in Small Groups.' *Psychological Bulletin* 63.6 (1965): 384-399. Web.

Tuckman, Bruce W., and Mary Ann C. Jensen. 'Stages of Small-Group Development Revisited'. *Group Facilitation: A Research & Applications Journal* 10 (2010): 43-48. Print.

Watts, Richard E., and Yvonne Garza. 'Using Children's Drawings to Facilitate the Acting "As If" Technique'. *Journal of Individual Psychology* 64.1 (2008): 113-118. Print.

Winstanley, Diana. *Personal Effectiveness: A Guide to Action*. New Delhi: Excel Books, 2009. Print.

Woodcock, J., and C. Tregaskis. '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 (2008): 55-71. Web.

Woodcock Ross, Johanna. *Specialist Communication Skills for Social Workers: Focusing on Service Users' Needs*. Basingstoke: Palgrave Macmillan, 2010. Print.

Worden, J. William. *Grief Counselling and Grief Therapy: A Handbook for the Mental Health Practitioner*. 4th ed. London: Routledge, 2010. Print.

Wosket, Val. *Egan's Skilled Helper Model: Developments and Applications in Counselling*. Hove, East Sussex: Routledge, 2006. Web.

<<https://www.vlebooks.com/vleweb/product/openreader?id=UniLincoln&isbn=9780203965153>>.