



Communication Skills in Health and Social Care

Bernard Moss

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Communication is an essential part of everyday life. Whether you realise it or not, you, and everyone around you, are continually sending out messages to other people. From the way you chose to dress, to the gestures you make; from the style and choice of language you use, to the company you keep, you are all the time giving out messages for others to interpret. Sometimes you are heard clearly. Sometimes you are misunderstood. But when communicating with vulnerable people in a health and social care setting being misunderstood really isn't an option.

Presented in a unique and easy-to-use dictionary format, this practical guide will help your students understand and apply the principles of effective communication. From the 'how to', through to practicalities, challenges and honing existing skills, this book will ensure they have the confidence and knowledge to communicate skillfully and successfully in many different contexts and settings.

This book is essential reading for anyone working in the helping professions for whom good communication skills are an essential part of their role.

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