



Therapeutic Communications for Health Care (Communication and Human Behavior for Health Science)

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 Summary: CHAPTER 1 COMMUNICATION SKILLS Chapter Objectives Opening Case Study Human and Technical Relations Skills Social and Therapeutic Communications Genetic Influences Cultural Influences Economic Influences Life Experience Spiritual and Moral Values Models/Mentors The Therapeutic Process What is Self-Awareness? The Value of Self-Analysis Professional Application Case Study Communication Cycle The Sender The Message The Receiver Feedback Verbal Communication Nonverbal Communication Two Key Points to Successful Communication Types of Nonverbal Communication Facial Expression Touch Territoriality Position Posture Gestures/Mannerisms Word of Caution Influence of Technology on Communication Electronic Mail Fax Messaging Video and Teleconference Team Communication Listening Skills Summary Exercises Review Questions Multiple Choice Questions For Further Consideration Case Studies End Notes Resources CHAPTER 2 MULTICULTURAL THERAPEUTIC COMMUNICATION Chapter Objectives Opening Case Study Introduction Developing Cultural Communication Barriers to Therapeutic Multicultural Communication Lack of Knowledge Fear and Distrust Racism Bias, Prejudice, and Ethnocentrism Stereotyping Health Care Rituals Language Perceptions and Expectations The Therapeutic Response Manifestations of Cultural Diversity Communication Context Caregiving Structure Time Focus Generalized

Reviews

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