



# Contents

## Part 1

### *Getting Started: Basic Communication Competence, 1*

- 1 *Responsible, Assertive, Caring Communication in Nursing, 2*
- 2 *The Client–Nurse Relationship: A Helping Relationship, 16*
- 3 *Solving Problems Together, 32*
- 4 *Understanding Each Other: Communication and Culture, 45*
- 5 *Working Together in Groups, 61*
- 6 *The Changing World of Electronic Communication, 70*

## Part 2

### *Building Relationships, 83*

- 7 *Warmth, 84*
- 8 *Respect, 93*
- 9 *Genuineness, 101*
- 10 *Empathy, 109*
- 11 *Self-Disclosure, 126*
- 12 *Specificity, 136*
- 13 *Asking Questions, 143*
- 14 *Expressing Opinions, 153*
- 15 *Humor, 160*
- 16 *Spirituality, 174*

## Part 3

### *Building Confidence, 189*

- 17 *Requesting Support, 190*
- 18 *Overcoming Evaluation Anxiety, 203*
- 19 *Feedback, 214*
- 20 *Relaxation, 222*
- 21 *Imagery, 233*
- 22 *Positive Self-Talk, 244*

## Part 4

### *Meeting Challenges, 255*

- 23 *Confrontation, 256*
- 24 *Refusing Unreasonable Requests, 265*
- 25 *Communicating Assertively and Responsibly with Distressed Clients and Colleagues, 273*
- 26 *Communicating Assertively and Responsibly with Aggressive Clients and Colleagues, 288*
- 27 *Communicating Assertively and Responsibly with Unpopular Clients, 307*
- 28 *Managing Team Conflict Assertively and Responsibly, 315*
- 29 *Communicating at the End of Life, 329*
- 30 *Continuing the Commitment, 336*