

CONTENTS

<i>About the Author</i>	xi
<i>About the Contributors</i>	xii
<i>Foreword by Dr Neil Thompson</i>	xiv
<i>Foreword by Bishop Sarah Mullally</i>	xvi
<i>Acknowledgements</i>	xvii
Introduction to the Fifth Edition	1
Acceptance	11
Active Listening	17
Advising	26
Advocacy	30
Anti-discriminatory Practice	34
Assertiveness	40
Assessment	44
Barriers to Good Communication	51
Breaking Bad News	56
Chairing Meetings	64
Challenging	71
Complaints	76
Confidentiality	79
Conflict Management	85
Counselling	89
Court Room Skills	93
Documentation, Recording and Form Filling	100
Ecomaps	103
Emotional Intelligence (EI)	108
Empathy	114
Empowerment, Resilience and a Strengths Perspective	119
Endings	127

Establishing a Professional Relationship	131
Feedback: Giving and Receiving	139
Genograms	144
Getting Unstuck	150
Group Work	156
Information and Communication Technology (ICT) and Health Informatics	160
Interpreters	165
Interprofessional Collaboration	171
Interviewing Children	175
Labyrinths	183
Learning Difficulties	186
Loss	191
Mediation Skills	197
Mindfulness	202
Motivational Interviewing	205
Non-verbal Communication	208
Overcoming Fears and Anxieties	213
Professional Capabilities Framework (PCF)	218
Reflective Practice	221
Religion	227
Simulation	232
Social Media	235
Spirituality	240
Suicide	245
Supervision	248
Talks and Presentations	254
Telephone, Skyping and Video Conferencing Skills	264
Time Management	271
Tricky Topics: Sexuality and Death	274
Whistleblowing	278
Wrong Messages	282
<i>Index</i>	286