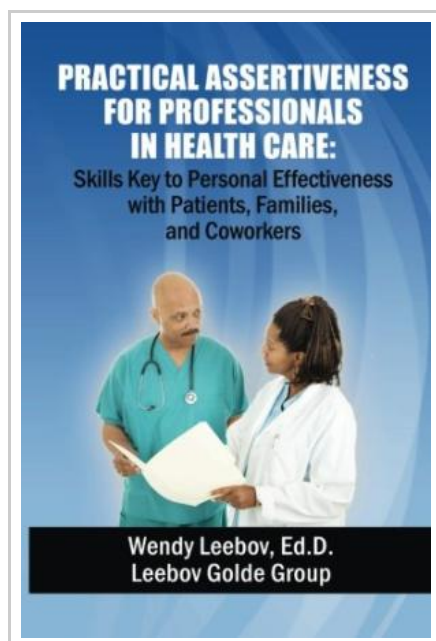




Practical Assertiveness for Professionals in Health Care: Skills Key to Personal Effectiveness with Patients, Families, and Coworkers

By Wendy Leebov Ed D

Createspace, United States, 2012. Paperback. Book Condition: New. 222 x 148 mm. Language: English . Brand New Book ***** Print on Demand *****. Do you want your employees to communicate with each other in a consistently direct and respectful way? Communication problems and the need to deliver hard messages plague interactions between employees, physicians and patients. While your employees are caring and intend to work harmoniously with each other, they may not have the necessary skills. With Practical Assertiveness, you can help your team master and apply tactful, direct, and compassionate communication that will make it more likely that they achieve the results that you and they want. Written by healthcare communication expert Wendy Leebov Ed.D, Practical Assertiveness is a clear nuts and bolts guide filled with case situations, self-assessment tools, and practice exercises that help learners: 1) Communicate their wants, needs and feelings in a genuine way that shows their caring and altruistic intentions 2) Build harmonious, respectful relationships 3) Reach new heights of self-confidence, contribution and pride in their work If you are anxious to replace difficult, tension-ridden interactions with direct, respectful exchanges, Practical Assertiveness has the strategies for you!.



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