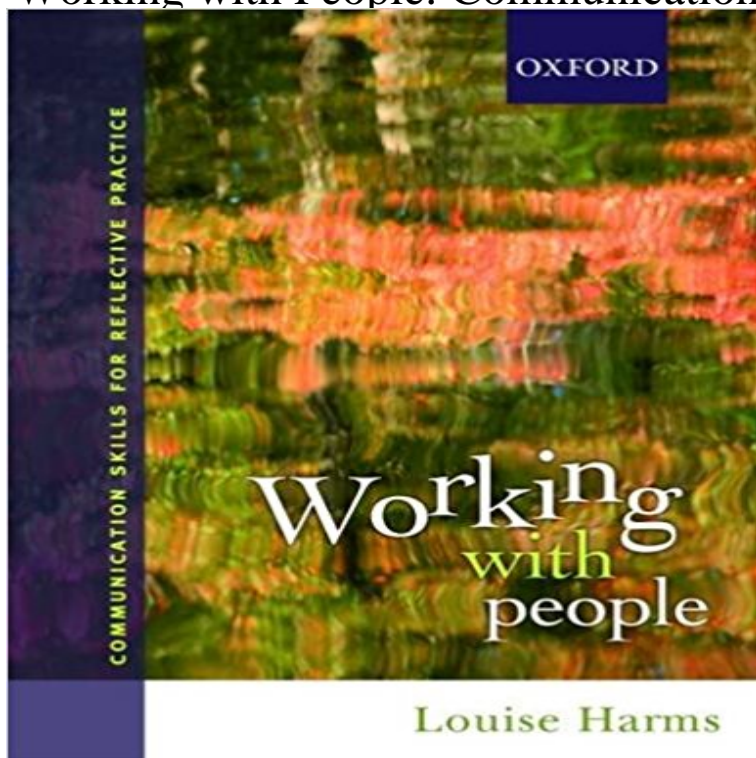


Working with People: Communication Skills for Professional Practice



Working with People focuses on the impact that communication has on others. Its overview of well-known and frequently-utilised skills of interpersonal communication and interviewing draws upon research and practice literature in relation to microskills to understand the critical decisions or choices which are made by using these skills. The book takes a multidimensional approach to understanding the complexities of an individual's experience, and applies theoretical knowledge of human beings and the social environment, of adversity and oppression, and of coping and adaptation, to practice knowledge and self-awareness. It encourages students to think critically and to reflect on practice. Contributed case scenarios by experienced practitioners ensure that examples are grounded firmly in everyday practice realities, and reinforce the emphasis on working creatively, critically and consciously with other people.

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