



# The Skilled Communicator in Social Work

## The Art and Science of Communication in Practice

*1st edition*

Karen Healy

Macmillan International Higher Education

Read more online at <http://www.macmillanihe.com/t/9781137563484/>

<b>Paperback</b>	9781137563484	\$37.99
<b>Ebook</b>	9781137563477	\$37.99

A vital part of a social worker's role is to build strong relationships based on confidence and trust, with people across all stages of the life course and from a broad range of backgrounds, in what can be extremely challenging circumstances. In this, her latest collaboration with Palgrave, bestselling social work author Karen Healy turns her attention to the key topic of communication and the importance of developing into a skilled communicator across all areas of professional practice. Split into two distinct sections, the text provides a thorough exploration of:

- The foundations of effective communication in social work practice, focusing on the basic knowledge and skills that are essential to forming working alliances with service users in a broad range of practice situations; and
- The specialised communication skills required to work with people with specific capacities and needs – from children, young people and older adults to people from diverse cultures and...

### TABLE OF CONTENTS

Preface  
 Chapter 1: The Skilled Communicator in Social Work  
 PART1: Foundations of the Working Alliance  
 Chapter 2: Preparing to Communicate  
 Chapter 3: Core Communication Skills  
 Chapter 4: Communication and Heightened Emotions  
 Chapter 5: Communication in response to Anger and Aggression  
 PART 2: Communication and Diversity  
 Chapter 6: Communication and Cultural Diversity  
 Chapter 7: Communication with Children and Young People  
 4 more...

### FEATURES

- The only book that comprehensively combines fundamental and advanced communications skills for social workers
- It combines knowledge from social work research with evidence from social and cognitive psychology, social science and politics to inform practice
- It is a practical guide to managing both basic and complex communication situations in social work practice.
- It is comprehensive and takes into account issues of service user diversity including cultural diversity.
- Author has an international reputation for her social work textbooks.