



Communication Skills in Health and Social Care

Bernard Moss

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This thoroughly revised and updated second edition of **Communication Skills for Health and Social Care** provides an accessible introduction to the wide range of communication skills needed for contemporary health and social care practice. Presented in a unique and easy-to-use dictionary format, the book acts as a working tool which students can dip in and out of throughout their course, and ultimately return to once they have qualified for practice. The updated edition includes new chapters on groupwork, interprofessional collaboration, information and communication technologies (Ict), emotional intelligence, and assertiveness.

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