Therapeutic Communications for Health Care
(Communication and Human Behavior for Health Science)

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Summary: CHAPTER 1 COMMUNICATION SKILLS

Chapter Objectives Opening Case Study

Human and Technical Relations Skills
Social and Therapeutic Communications
Genetic Influences Cultural Influences Economic Influences Life Experience
Spiritual and Moral Values Models/Mentors
The Therapeutic Process
What is Self-Awareness? The Value of Self-Analysis
Professional Application Case Study
Communication Cycle
The Sender
The Message
The Receiver
Feedback
Verbal Communication
Nonverbal Communication
Two Key Points to Successful Communication
Types of Nonverbal Communication
Facial Expression
Touch
Territoriality
Position
Posture
Gestures/Mannerisms
Word of Caution
Influence of Technology on Communication
Electronic Mail
Fax Messaging
Video and Teleconference
Team Communication
Listening Skills
Summary Exercises
Review Questions
Multiple Choice Questions
For Further Consideration
Case Studies
End Notes
Resources

CHAPTER 2 MULTICULTURAL THERAPEUTIC COMMUNICATION

Chapter Objectives Opening Case Study

Introduction Developing Cultural Communication Barriers to Therapeutic Multicultural Communication
Lack of Knowledge Fear and Distrust
Racism Bias, Prejudice, and Ethnocentrism
Stereotyping
Health Care Rituals
Language Perceptions and Expectations
The Therapeutic Response
Manifestations of Cultural Diversity
Communication Context
Caregiving Structure
Time
Focus
Generalized Manifestations of Cultures and Religious
Caucasian Western Culture
African American Western Culture
Black, African or Caribbean Culture
Asian Culture
Native American South...

Reviews

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--- Prof. Patsy Blanda

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