

Listening and Interpersonal Skills

Books



Books relating to Listening Skills

[Listening the Forgotten Skill](#) - Madelyn Burley-Allen, John Wiley & Sons Inc, 1995 ISBN 0471015873

'In this new edition of her classic guide to the art of effective listening, Madelyn Burley-Allen shows you how to acquire active, productive listening skills and put them to work - professionally, socially, and personally'. The title link above accesses the appropriate page in the publisher's website.

The Business of Listening 3rd edition - Diane Bone, Crisp Publications Inc, May 2002, ISBN 1560525908.

This book and associated instructor guide provides techniques to improve listening skills. The book includes self assessment and an e-learning CD with supporting materials. The title link above accesses the publisher's website where you can search for the title.

[Communication Skills that Heal](#) by Barry Bub - 2005, Radcliffe Publishing Ltd, ISBN 1857756649.

This book argues the case for the role of listening, 'holding' and pastoral care particularly in Family Medicine but across all fields of caring. The title link accesses the publisher's website; a review by Joanne Wilkins, General Medical Practitioner Bristol, UK can be found in the Journal of Psychiatric and Mental Health Nursing, 2006 Volume 13 Page 629.

[Listening as Work in Primary Care](#) by Simon Cocksedge - 2005, Radcliffe Publishing Ltd, ISBN 1857756363.

This is an academic book with specific applicability to UK GPs. The author argues that some clinicians lack the necessary listening skills and that these can be taught. The title link accesses the publisher's website; a review by Joanne Wilkins, General Medical Practitioner Bristol, UK can be found in the Journal of Psychiatric and Mental Health Nursing, 2006 Volume 13 Page 629.

Books relating to Interpersonal Skills

Visible Thought, The new psychology of body language Geoffrey Beattie (Professor at the Department of Psychology, University of Manchester and official Big Brother psychologist), Routledge : East Sussex, 2004 ISBN 0-415-30810-0

This book presents a new theory of bodily communication concentrating on the movements of the hands and arms when speaking. Careful scrutiny of these movements can reveal a great deal about the thinking of the individual; sometimes more than they had intended. Drawing on examples from the Big Brother house, the author explains how these ideas developed and outlines some of the philosophical and practical implications of this new theory. An overview of the book and purchasing details can be found at the publisher's website, accessed from the title link.

[Guide to Interpersonal Communication](#) - Joann Baney, Pearson Prentice Hall, 2004

This book is designed to help people improve their interpersonal skills. Strategies are suggested for developing skills in a range of different areas relating to communication. The title link above provides access to the appropriate page in the publisher's website; a review of this book is available from Business Communication Quarterly, Volume 68, Pages 378-381, 2005.

Books relating to Questioning Skills

[Questions and Questioning Techniques](#) - Zubair Amin & Khoo Hoon Eng, Basics in Medical Education, Chapter 15, World Scientific Publishing Co, Singapore, 2003.

The authors of this general text about learning and teaching in the medical domain include a chapter dedicated to questions and questioning techniques. The chapter considers the importance of good questioning, draws on examples of a range of techniques and considers the necessity of wait-time during questioning. This chapter is free to view on the publishers website and can be accessed from the above link.