

Contents

<i>List of figures</i>	ix
<i>List of boxes</i>	xi
<i>Preface to the fifth edition</i>	xiii
1 Communicating effectively: the skills approach	1
2 A conceptual model of skilled interpersonal communication	13
3 Communicating without words: skilled nonverbal behaviour	43
4 Rewarding others: the skill of reinforcing	83
5 Finding out about others: the skill of questioning	117
6 Showing understanding for others: the skill of reflecting	155
7 Paying attention to others: the skill of listening	177
8 Getting your message across: the skill of explaining	209
9 Telling others about yourself: the skill of self-disclosure	237
10 Opening and closing interactions: the skills of set induction and closure	277
11 Standing up for yourself: the skill of assertiveness	313
12 Using your influence: the skill of persuasion	349
13 Working things out together: the skill of negotiating	399

CONTENTS

14	Working with others: skills of participating in and leading small groups	433
15	Conclusion	473
	<i>Bibliography</i>	477
	<i>Name index</i>	577
	<i>Subject index</i>	605