

Contents

<i>List of figures</i>	vii
<i>List of tables</i>	viii
<i>Notes on contributors</i>	ix
<i>Editorial introduction</i>	1

Part I Background

1 Communication as skilled performance <i>Owen D. W. Hargie</i>	7
2 Interpersonal communication: a theoretical framework <i>Owen D. W. Hargie</i>	29

Part II Core communication skills

3 Non-verbal behaviour as communication <i>Richard M. Rozelle, Daniel Druckman and James C. Baxter</i>	67
4 Questioning <i>Jim Dillon</i>	103
5 Reinforcement <i>Len Cairns</i>	134
6 Reflecting <i>David A. Dickson</i>	159
7 Explaining <i>George Brown and Madeleine Atkins</i>	183
8 Self-disclosure <i>Charles H. Tardy and Kathryn Dindia</i>	213
9 The process of listening <i>Robert N. Bostrom</i>	236
10 Humour and laughter <i>Hugh C. Foot</i>	259

Part III Specialised contexts

11 Asserting and confronting <i>Richard F. Rakos</i>	289
12 Interacting in task groups <i>Arjaan P. Wit and Henk A. M. Wilke</i>	320
13 Negotiating and bargaining <i>Ian E. Morley</i>	339
14 Relational communication <i>Colin T. C. Hargie and Dennis Tourish</i>	358

Part IV Interviewing contexts

15 The selection interview <i>Rob Millar and Mary Gallagher</i>	385
16 The helping interview: a cognitive-developmental approach <i>Sandra A. Rigazio-DiGilio and Allen E. Ivey</i>	409
17 The appraisal interview and the performance evaluation interview <i>Henk T. Van der Molen and Frits Kluytmans</i>	430
18 The cognitive interview <i>Amina Memon</i>	451

Part V The training context

19 Training in communication skills: research, theory and practice <i>Owen D. W. Hargie</i>	473
<i>Name index</i>	483
<i>Subject index</i>	498