

Contents

<i>List of figures</i>	viii
<i>List of boxes</i>	ix
<i>Preface to the fourth edition</i>	xi
1 Introduction: the importance of interpersonal skills	1
2 Interpersonal communication: a skill-based model	11
3 Nonverbal communication	43
4 Rewarding and reinforcing	81
5 Questioning	115
6 Reflecting	147
7 Listening	169
8 Explaining	197
9 Self-disclosure	223
10 Set induction and closure	259
11 Assertiveness	291
12 Influence and persuasion	325
13 Negotiating	369
14 Groups and group interaction	401
15 Concluding comments	439
<i>Bibliography</i>	443
<i>Name index</i>	509
<i>Subject index</i>	521

