

Contents

Foreword by Cath Rogers Foreword by Lyn Karstadt		v vi
1	Communication in context: Developing a professional identity	1
	Nicholas Ralph	
	Introduction	1
	Developing a professional identity	2
	The roles of the nursing student and the healthcare professional	7
	Person-centredness	8
	Pathways to professional practice	11
	Summary	16
	Discussion and critical thinking questions	16
	References	17
2	Communication theory and its applications in nursing and healthcare	20
	Eleanor Kiernan	
	Introduction	
	Rationale for the development of theory	21
	Communication theory	22
	Communication models	
	People's unique world-views: Perception	25
	Communication barriers	27
	Intrapersonal/psychological barriers	28
	Interpersonal barriers	32
	Semantic barriers	38
	Physical/external barriers	41
	Strategies to overcome physical barriers	42
	Summary	43
	Discussion and critical thinking questions	44
	Further reading	44
	References	45
3	Building lifelong learning capacities and resilience in changing academic and healthcare contexts	48
	Jill Lawrence	
	Introduction	4.9
	Understanding who you are and what you bring to higher education	
	The state of the s	

vii



viii CONTENTS

	Understanding the new higher education context	52
	Conceptualising transition	55
	Summary	68
	Discussion and critical thinking questions	68
	Further reading	69
	References	69
4	Communicating in academic and clinical contexts	70
	Steve Parker and Jill Lawrence	
	Introduction	
	Writing academically	71
	Academic literacy and its structural elements	73
	A writing strategy	74
	Editing your academic writing	88
	Writing in clinical contexts	91
	Oral communication	94
	Oral communication in the clinical context	98
	Summary	100
	Discussion and critical thinking questions	101
	Further reading	101
	References	102
5	Building transcultural skills for professional contexts	103
	Coralie Graham and Jill Lawrence	
	Introduction	103
	Defining culture	104
	Cultural difference	106
	Healthcare culture	110
	The impact of spiritual beliefs on medical decision-making	116
	Developing cross-cultural practices	121
	Tips for working with interpreters	124
	Summary	125
	Discussion and critical thinking questions	126
	Further reading	127
	References	
6	Developing interpersonal capabilities for healthcare	
	professionals	130
	Julie Martyn and Eleanor Kiernan	
	Introduction	131
	Nursing standards in global and local contexts	131
	Interpersonal communication in healthcare settings	133
	Building self-awareness and self-concept	134
	Salf-afficacy and assertiveness	126



CONTENTS ix

	Non-verbal communication	137
	The relationship between verbal and non-verbal communication	141
	Aggression in the workplace	143
	Workplace bullying	144
	Summary	151
	Discussion and critical thinking questions	152
	Further reading	152
	References	152
7	Digital skills in healthcare practice	155
	Clint Moloney and Helen Farley	
	Introduction	155
	Context of digital skills in healthcare practice	156
	Mobile and online communications: Distance learning strategies	157
	Emerging learning technologies	159
	Digital learning as a substitution process	160
	The driving societal forces for online learning	161
	Digital literacies and learning inequalities	162
	Digital technology and learning outcomes	166
	Online safety	167
	Making digital technologies work for you	168
	Using digital literacy to improve the quality of your assessment pieces	170
	Career and identity management	
	·	
	Communication technologies for study and in the workplace	
	Summary	
	Discussion and critical thinking questions	
	Further reading	
	References	176
8	Professional skills for nurses and other health professionals: Contexts and capability of practice	182
	Cheryl Perrin, David Stanley and Melissa Taylor	
	Introduction	183
	Contexts of practice	
	Understanding healthcare organisational structures	
	Professional communication	
	What are leadership and management in healthcare?	
	Clinical leadership and practice capability	
	The attributes of clinical leaders	
	Linking clinical leadership to scope of practice, quality initiatives	
	and evidence-informed practice	199
	Summary	
	Discussion and critical thinking questions	



x CONTENTS

	Further reading	202
	References	202
9	Contributing to evidence-based healthcare cultures	
	through lifelong learning	205
	Lisa Beccaria, Clint Moloney and Craig Lockwood	
	Introduction	206
	Understanding theoretical frameworks that guide communication	
	processes and skills development	206
	Understanding known facilitators and barriers to research-	
	utilisation practices	214
	Understanding the dispositions to enable effective change	
	management	218
	Understanding team dynamics and effective change management	222
	Leadership	223
	Cultural influence in communication and nursing practice	224
	Links to professional practice	226
	The evolution of skills and knowledge as they relate to evidence	
	utilisation and leadership	229
	Summary	233
	Discussion and critical thinking questions	233
	Further reading	234
	References	234
Glos	ssary	241
Inde	eX	244