

# Contents

|                                                                                                                                                               |     |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
| <i>List of contributors</i>                                                                                                                                   | ix  |
| Editorial introduction                                                                                                                                        | 1   |
| <b>Part I</b>                                                                                                                                                 |     |
| <b>Communication skill in theory and practice</b>                                                                                                             | 5   |
| 1 Skill in theory: Communication as skilled performance<br><i>Owen Hargie</i>                                                                                 | 7   |
| 2 Skill in practice: An operational model of communicative performance<br><i>Owen Hargie</i>                                                                  | 37  |
| <b>Part II</b>                                                                                                                                                |     |
| <b>Core communication skills</b>                                                                                                                              | 71  |
| 3 Non-verbal behaviour as communication: Approaches, issues and research<br><i>Randall A. Gordon, Daniel Druckman, Richard M. Rozelle and James C. Baxter</i> | 73  |
| 4 Questioning<br><i>David Dickson and Owen Hargie</i>                                                                                                         | 121 |
| 5 Reinforcement<br><i>ten Cairns</i>                                                                                                                          | 147 |
| 6 Reflecting<br><i>David Dickson</i>                                                                                                                          | 165 |

Contents

## CONTENTS

|                              |                                                                                                                                                  |     |
|------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|-----|
| 7                            | Explaining<br><i>George Brown</i>                                                                                                                | 195 |
| 8                            | Self-disclosure: Strategic revelation of information<br>in personal and professional relationships<br><i>Charles H. Tardy and Kathryn Dindia</i> | 229 |
| 9                            | The process of listening<br><i>Robert N. Bostrom</i>                                                                                             | 267 |
| 10                           | Humour and laughter<br><i>Hugh Foot and May McCreaddie</i>                                                                                       | 293 |
| 11                           | Persuasion<br><i>Daniel J. O'Keefe</i>                                                                                                           | 323 |
| <b>Part III</b>              |                                                                                                                                                  |     |
| <b>Specialised contexts</b>  |                                                                                                                                                  | 343 |
| 12                           | Asserting and confronting<br><i>Richard E Rakos</i>                                                                                              | 345 |
| 13                           | Interacting in groups<br><i>Arjaan Wit</i>                                                                                                       | 383 |
| 14                           | Negotiation and bargaining<br><i>Ian E. Morley</i>                                                                                               | 403 |
| 15                           | Relational communication<br><i>Megan K. Foley and Steve Duck</i>                                                                                 | 427 |
| <b>Part IV</b>               |                                                                                                                                                  |     |
| <b>Interviewing contexts</b> |                                                                                                                                                  | 451 |
| 16                           | The employment interview<br><i>Rob Millar and Anne Tracey</i>                                                                                    | 453 |
| 17                           | The helping interview: Developmental<br>counselling and therapy<br><i>Sandra A. Rigazio-DiGilio and Allen E. Ivey</i>                            | 481 |
| 18                           | The appraisal interview reappraised<br><i>Dennis Tourish</i>                                                                                     | 505 |
| 19                           | The cognitive interview<br><i>Amina Memon</i>                                                                                                    | 531 |
| <b>Part V</b>                |                                                                                                                                                  |     |
| <b>The training context</b>  |                                                                                                                                                  | 551 |
| 20                           | Training in communication skills: Research,<br>theory and practice<br><i>Owen Hargie</i>                                                         | 553 |
| <i>Name index</i>            |                                                                                                                                                  | 567 |
| <i>Subject index</i>         |                                                                                                                                                  | 581 |

PPN: 25231008X

Titel: The handbook of communication skills / ed. by Owen Hargie. - . - London [u.a.] : Routledge, 2006

ISBN: 0-415-35910-4(hardcover); 978-0-415-35910-8(hardcover); 0-415-35911-2(pbk.); 978-0-415-35911-5(pbk.)

Bibliographischer Datensatz im SWB-Verbund