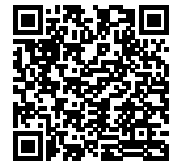


7322AHS

[View Online](#)

Adams, Christine, 'Chapter 2 Interpersonal Communication : Emotional Intelligence' in Skills for Academic and Career Success (Pearson Australia, 2014) 12

Adler, Ronald B, Lawrence B Rosenfeld and Russell F Proctor, 'Adler R. B., Rosenfeld L. B. and Proctor R. F. "Chapter 7 Listening: Understanding and Supporting Others", Interplay: The Process of Interpersonal Communication. New York: Oxford University Press.' in Interplay: The Process of Interpersonal Communication (Oxford University Press, 11th ed, 2010) 206

Beebe, Steven A et al, 'Beebe S. A., Beebe S. J., Redmond M. V., DeVito J. A. and Goldwasser I. (2013) "Topic 2 Assertive Behaviour", Interpersonal Skills 1008PSY. Frenchs Forest, N.S.W.: Pearson Australia.' in Interpersonal Skills 1008PSY (Pearson Australia, 5th ed, 2013) 144

Bolton, Robert, 'Chapter 3 Listening Is More than Merely Hearing' in People Skills: How to Assert Yourself, Listen to Others, and Resolve Conflicts (Simon & Schuster, 1986) 29

Corey, Gerald, Theory and Practice of Counseling and Psychotherapy (Cengage Learning, Tenth edition, 2015)

<<http://libraryproxy.griffith.edu.au/login?url=https://ebookcentral.proquest.com/lib/griffith/detail.action?docID=4643533>>

DeVito, Joseph A, 'DeVito J. A. (2005) "Chapter 9 Culture and Interpersonal Communication", Messages : Building Interpersonal Communication Skills. Boston: Pearson/Allyn and Bacon.' in Messages : Building Interpersonal Communication Skills (Pearson/Allyn and Bacon, 6 th ed., 2005) 190

DeVito, Joseph A and ProQuest (Firm), The Interpersonal Communication Book (Pearson, Fourteenth edition, 2016)

<<http://libraryproxy.griffith.edu.au/login?url=https://ebookcentral.proquest.com/lib/griffith/detail.action?docID=5187063>>

Elder, Bruce, 'Elder, B. (1994). "Chapter 4 Dealing with Conflict" in Communication Skills' in Communication Skills (Macmillan Education Australia, 1994) 85

Floyd, Kory, 'Chapter 12 Emotion' in Interpersonal Communication: The Whole Story (McGraw-Hill, 2009) 433

Geldard, David et al, Basic Personal Counselling: A Training Manual for Counsellors (Cengage Learning Australia, 8th ed, 2016)

<<http://libraryproxy.griffith.edu.au/login?url=https://ebookcentral.proquest.com/lib/griffith/>

detail.action?docID=4770962>

Hargie, Owen and David Dickson, *Skilled Interpersonal Communication: Research, Theory, and Practice* (Routledge, 4th ed, 2004)
<<http://libraryproxy.griffith.edu.au/login?url=https://ebookcentral.proquest.com/lib/griffith/detail.action?docID=182188>>

Hargie, Owen, Christine Saunders and David Dickson, 'Listening' in *Social Skills in Interpersonal Communication* (Routledge, 3rd ed, 1994) 203

Heath, Robert L and Jennings Bryant, *Human Communication Theory and Research: Concepts, Contexts, and Challenges*, vol LEA's communication series (Electronic resource, L. Erlbaum, 2nd ed, 2000)
<<http://libraryproxy.griffith.edu.au/login?url=https://search.ebscohost.com/login.aspx?direct=true&scope=site&db=nlebk&db=nlabk&AN=45435>>

Isenhardt, MW and M Spangle, 'Chapter 4 Mediation, Collaborative Approaches to Resolving Conflict' in *Collaborative Approaches to Resolving Conflict* (Electronic resource, Sage Publications, 2000) 71
<<http://libraryproxy.griffith.edu.au/login?url=https://ebookcentral.proquest.com/lib/griffith/detail.action?docID=996507>>

Ivey, Allen E et al, *Intentional Interviewing and Counseling: Facilitating Client Development in a Multicultural Society* (Cengage Learning, 8th ed, 2013)
<<http://libraryproxy.griffith.edu.au/login?url=https://ebookcentral.proquest.com/lib/griffith/detail.action?docID=4771002>>

Knight, Sue and Books24x7, Inc, *NLP at Work: The Essence of Excellence* (Nicholas Brealey, 3rd ed, 2009)
<<http://libraryproxy.griffith.edu.au/login?url=http://library.books24x7.com/library.asp?bookid=36598>>

Lange, Arthur J and Patricia Jakubowski, 'Lange A. J. and Jakubowski P. (1976) "Chapter 2 Assertive, Nonassertive, and Aggressive Behavior", *Responsible Assertive Behavior: Cognitive/Behavioral Procedures for Trainers*. Champaign, Ill: Research Press.' in *Responsible Assertive Behavior: Cognitive/Behavioral Procedures for Trainers* (Research Press, 1976) 7

McKay, Matthew et al, *Messages: The Communication Skills Book* (New Harbinger Publications, 3rd ed, 2009)
<<http://libraryproxy.griffith.edu.au/login?url=https://search.ebscohost.com/login.aspx?direct=true&scope=site&db=nlebk&db=nlabk&AN=408297>>

Morley, Ian, 'Morley I. (2006) "Chapter 14 Negotiating and Bargaining", *The Handbook of Communication Skills*. London: Routledge.' in *The Handbook of Communication Skills* (Routledge, 3rd ed, 2006) 403

Myers, GT and MT Myers, 'Chapter 11 Managing Interpersonal Tensions' in *The Dynamics of Human Communication: A Laboratory Approach* (McGraw-Hill, 6th ed., 1992) 267

Napier, R and MK Gershenfeld, 'Chapter 7 Group Problem Solving and Decision Making' in *Groups, Theory and Experience* (Houghton Mifflin, 6th ed., 1999) 316

Nazarko, Linda, 'Advanced Communication Skills' (2009) 3(9) British Journal of Healthcare Assistants 449

Nelson-Jones, Richard, 'Nelson-Jones, R. (2012). Basic Counselling Skills: A Helper's Manual. 3rd Edn. Sage Publications. (Chapter 8: Showing Attention and Interest).' in Basic Counselling Skills: A Helper's Manual (SAGE, 3rd ed, 2012) 50

O'Toole, Glyn, Communication: Core Interpersonal Skills for Health Professionals (Electronic resource, Churchill Livingstone/Elsevier, 2nd ed, 2012)
<<http://libraryproxy.griffith.edu.au/login?url=https://ebookcentral.proquest.com/lib/griffith/detail.action?docID=1724011>>

Parvanta, Claudia F and Sarah Parvanta, 'Parvanta C. F. and Parvanta S. (2011) "Chapter 8 Persuasive Health Communications: The Role of Theory", Essentials of Public Health Communication. Sudbury, MA: Jones & Bartlett Learning.' in Essentials of Public Health Communication (Jones & Bartlett Learning, 2011) 147

Robertson-Malt, S and YB Chapman, 'Chapter 2 Frameworks for Communication' in Melanie Birks, Ysanne Chapman and Jenny Davis (eds), Professional and Therapeutic Communication (Oxford University Press, 2015) 24

Sultmann, Bill, Tony Burton, and Informit, People Skills: Guiding You to Effective Interpersonal Behaviour (Australian Academic Press, 2003)
<<http://libraryproxy.griffith.edu.au/login?url=https://search.informit.com.au/browsePublication;res=IELHSS;isbn=1875378480>>

Thomlison, T Dean, 'Thomlison T. D. (1997) "Chapter 4 Intercultural Listening", Listening in Everyday Life: A Personal and Professional Approach. Edited by Purdy M. and Borisoff D. Lanham, Md: University Press of America.' in Michael Purdy and Deborah Borisoff (eds), Listening in Everyday Life: A Personal and Professional Approach (University Press of America, 2nd ed., 1997) 79

Tillett, Gregory and Brendan James French, 'Chapter 11 The Conflict Resolution Process' in Resolving Conflict (Oxford University Press, Fourth edition, 2010) 172

Tyler, Shirley, Charmaine Ryan and Christopher Kossen, 'Chapter 16 Barriers' in Communication: A Foundation Course (Pearson Education, 2nd ed, 2005) 253

Verderber, Kathleen S and Rudolph F Verderber, 'Communicating Personal Information: Disclosure and Privacy' in Inter-Act: Interpersonal Communication Concepts, Skills, and Contexts (Oxford University Press, Thirteenth Edition, 2013) 291