

7322AHS

[View Online](#)

Adams, Christine. 'Chapter 2 Interpersonal Communication : Emotional Intelligence'. In Skills for Academic and Career Success. Pearson Australia, 2014.

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, 11th ed. Oxford University Press, 2010.

Beebe, Steven A., Susan J. Beebe, Mark V. Redmond, Joseph A. DeVito, and Irene Goldwasser. '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, 5th ed. Pearson Australia, 2013.

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.

Corey, Gerald. Theory and Practice of Counseling and Psychotherapy. Tenth edition. Cengage Learning, 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, 6 th ed. Pearson/Allyn and Bacon, 2005.

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

Floyd, Kory. 'Chapter 12 Emotion'. In Interpersonal Communication: The Whole Story. McGraw-Hill, 2009.

Geldard, David, Kathryn Geldard, Rebecca Yin Foo, and ProQuest (Firm). Basic Personal Counselling: A Training Manual for Counsellors. 8th ed. Cengage Learning Australia, 2016. <http://libraryproxy.griffith.edu.au/login?url=https://ebookcentral.proquest.com/lib/griffith/d>

etail.action?docID=4770962.

Hargie, Owen, and David Dickson. *Skilled Interpersonal Communication: Research, Theory, and Practice*. 4th ed. Routledge, 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*, 3rd ed. Routledge, 1994.

Heath, Robert L., and Jennings Bryant. *Human Communication Theory and Research: Concepts, Contexts, and Challenges*. 2nd ed. LEA's communication series. L. Erlbaum, 2000. Electronic resource.

<http://libraryproxy.griffith.edu.au/login?url=https://search.ebscohost.com/login.aspx?direct=true&scope=site&db=nlebk&db=nlabk&AN=45435>.

Isenhardt, M.W., and M. Spangle. 'Chapter 4 Mediation, Collaborative Approaches to Resolving Conflict'. In *Collaborative Approaches to Resolving Conflict*. Sage Publications, 2000. Electronic resource.

<http://libraryproxy.griffith.edu.au/login?url=https://ebookcentral.proquest.com/lib/griffith/detail.action?docID=996507>.

Ivey, Allen E, Mary Bradford Ivey, Carlos P. Zalaquett, and ProQuest (Firm). *Intentional Interviewing and Counseling: Facilitating Client Development in a Multicultural Society*. 8th ed. Cengage Learning, 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*. 3rd ed. Nicholas Brealey, 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.

McKay, Matthew, Martha Davis, Patrick Fanning, and EBSCOhost. *Messages: The Communication Skills Book*. 3rd ed. New Harbinger Publications, 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*, 3rd ed. Routledge, 2006.

Myers, G. T., and M. T. Myers. 'Chapter 11 Managing Interpersonal Tensions'. In *The Dynamics of Human Communication: A Laboratory Approach*, 6th ed. McGraw-Hill, 1992.

Napier, R., and M. K. Gershenfeld. 'Chapter 7 Group Problem Solving and Decision Making'.

In Groups, Theory and Experience, 6th ed. Houghton Mifflin, 1999.

Nazarko, Linda. 'Advanced Communication Skills'. British Journal of Healthcare Assistants 3, no. 9 (2009): 449–52. <https://doi.org/10.12968/bjha.2009.3.9.43988>.

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, 3rd ed. SAGE, 2012.

O'Toole, Glyn. Communication: Core Interpersonal Skills for Health Professionals. 2nd ed. Churchill Livingstone/Elsevier, 2012. Electronic resource.
<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, Essential public health. Jones & Bartlett Learning, 2011.

Robertson-Malt, S., and Y.B. Chapman. 'Chapter 2 Frameworks for Communication'. In Professional and Therapeutic Communication, edited by Melanie Birks, Ysanne Chapman, and Jenny Davis. Oxford University Press, 2015.

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 Listening in Everyday Life: A Personal and Professional Approach, 2nd ed., edited by Michael Purdy and Deborah Borisoff. University Press of America, 1997.

Tillett, Gregory, and Brendan James French. 'Chapter 11 The Conflict Resolution Process'. In Resolving Conflict, Fourth edition. Oxford University Press, 2010.

Tyler, Shirley, Charmaine Ryan, and Christopher Kossen. 'Chapter 16 Barriers'. In Communication: A Foundation Course, 2nd ed. Pearson Education, 2005.

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