

### Communication Skills in Pharmacy Practice: A Practical Guide for Students and Practitioners

By William N. Tindall, Robert Beardsley, Carole Kimberlin



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Updated edition focusing on communication skills for current pharmaceutical care. Designed to meet the needs of pharmacy programs, the book presents communication concepts, theories and skills and then provides sample dialogues and practical exercises for direct application of the material. Features new models of communication, uses case studies, cites one-to-one counseling between pharmacist and patient, and works with roles related to effective communication with other health care professionals. New charts, updated tables and checklists visually enhance the book. Other noteworthy additions include new material on how to work with language barriers, persons with disabilities, and cross-cultural issues.



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