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Communication in Nursing, 8e

Julia Balzer Riley RN MN AHN-BC REACE

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- **QSEN preface and exercises** stress how communication impacts safety and quality of care.
- ***Moments of Connection*** boxes *highlight beneficial outcomes of successful communication and provide concrete examples of how communication techniques work.*
- ***"Reflections on..."*** boxes *provide thoughtful summary exercises at the end of each chapter that give you a specific task to help you integrate chapter material into the broader scope of nursing practice.*
- ***Wit & Wisdom*** boxes *present selected verses and quotations relevant to chapter topics, adding interest and humor. These boxes keep your attention by providing moments of relief from serious topics and "a-ha" moments when theory becomes linked to practice.*
- **Exercises** throughout each chapter help you master chapter techniques and strengthen your communication skills.

- **NEW! *Active Learning* feature** in every chapter promotes active, goal-directed reading.
- **NEW! Exercises in each chapter**, including reflective journaling, remediation, online and group activities, and discussion topics, help facilitate various learning types.
- **NEW and UPDATED! Additional QSEN exercises and an updated QSEN preface** highlight the importance of assertive communication in promoting quality, safe care for clients.
- **NEW! Discusses the importance of interprofessional education** and communication in the healthcare environment.
- **NEW! Addresses the importance of "presence" in nursing -** being present for clients, families, colleagues, and self.
- **NEW!** New content on **healthy grief and the issues of death denial and death phobia** and **professional boundaries related to social media**.
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- **NEW! Explains the importance of the concept of "the pause" in communication** so you better understand how and when to use pauses.

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