



# **The Language of Caring Guide for Physicians: Communication Essentials for Patient-Centered Care, 2nd Edition**

*Ed.D. Wendy Leebov, M.D. Carla Rotering*

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## **The Language of Caring Guide for Physicians: Communication Essentials for Patient-Centered Care, 2nd Edition** Ed.D. Wendy Leebov, M.D. Carla Rotering

Concrete "how-to" guide to exceptional physician-patient communication by nationally recognized experts on healthcare communication. Second edition includes updated references, best practices, and tools. To thrive in this challenging environment, effective communication with patients, families, other physicians, students, and coworkers is pivotal. The quality of your communication has a far-reaching impact on outcomes, public perception, reputation, pay, job satisfaction and much more. Competencies include: 1. Mindful Practice 2. Collaboration and Teamwork 3. Effective Openings and Closings 4. Communicating with Empathy 5. Engaging Patients and Families as Partners 6. Effective Explanations 7. Hard Conversations Includes specific Rules of Thumb for each Competency, as well as a Skill Self-Check, Feedback Devices, a Peer Coaching Tool and more. Spiral bound.

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