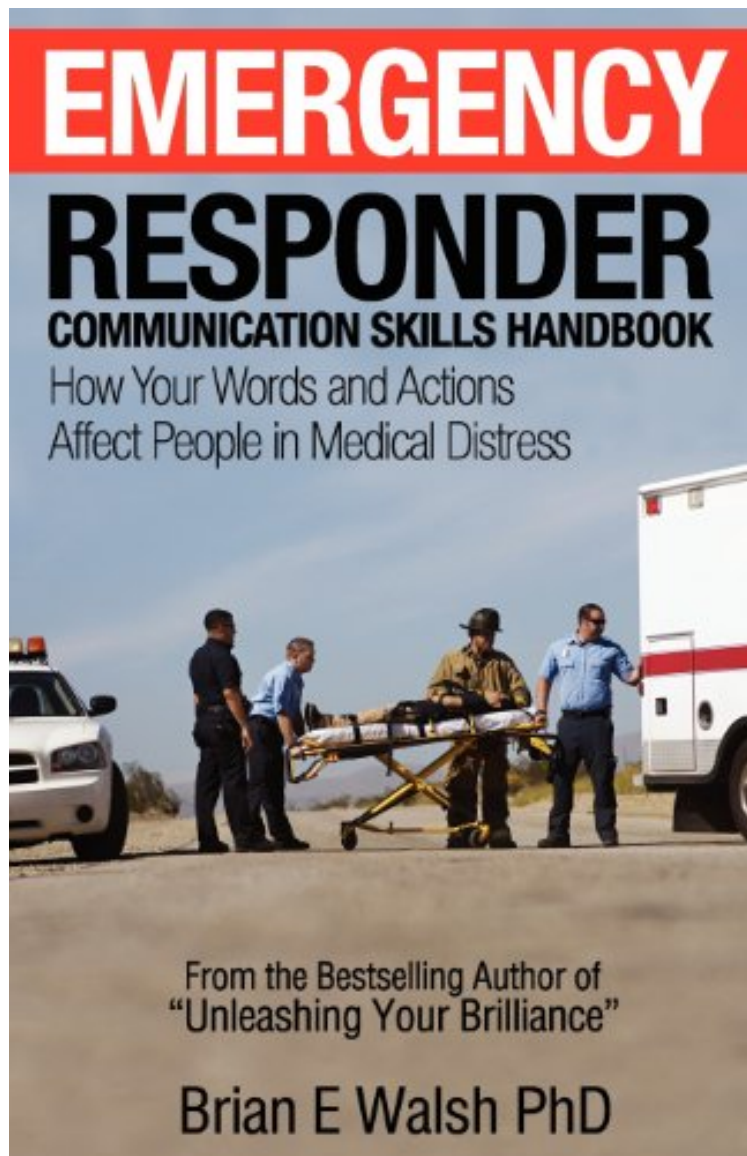


[Mobile book] Emergency Responder Communication Skills Handbook: How Your Words and Actions Affect People in Medical Distress

# Emergency Responder Communication Skills Handbook: How Your Words and Actions Affect People in Medical Distress

*Brian E. Walsh*

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and all praised Emergency Responder Communication Skills Handbook: How Your Words and Actions Affect People in Medical Distress:

0 of 0 people found the following review helpful. This is an excellent primer on the how powerful what we say to patients.....By Thomas C. Bloomquist....(and people in general) can be. Our ability to believe is far more powerful than reasoning. If patients, even critically injured patients, believe they will survive - their chance goes up considerably. I hope all in health care begin to appreciate these concepts. The same goes for the dreaded V.A.S. (visual analogue score) of rating discomfort. Now, patients hear 10 people a day say, "How's your pain..How's your pain...How's your pain....." In a way, we are programming patients to report (and thus experience) pain. We can do the same important assessment with positive terms like, "How's your comfort level?" Think about next time you ask a patient.1 of 1 people found the following review helpful. Practicality and Effectiveness in an Emergency!By SarahThis Book - Fantastic. It's small, bright, attractive to read with lots of pictures and graphic diagrams and more importantly, very relevant and practical to working in the emergency field. Brian Walsh backs his theories and exercises with sound research and facts and presents it in a way that is easy for a practical person to understand and apply. I am a fire and have enjoyed flipping through this book, I have tried the tips contained within and never been disappointed. It works.0 of 0 people found the following review helpful. A College Course in CommunicationBy Bruce MarxsenThis book was a remarkable read and remains a reference to go back to time and time again. If anyone is involved in emergency response or healthcare, you need to get and read this book. It is like a college course in Communications, and an easy read. It is as if the author was speaking directly to you.

As a professional emergency responder you are well trained to handle an extensive array of crises. Your tense and stressful work environment can cause depersonalization of casualties and victims, with potentially negative consequences. This handbook is specifically designed to help you sharpen your professional communication skills and make you even more effective than you already are. Discover which of your actions speed recovery, or cause more anxiety and distress to a casualty. What you say and how you say it can make all the difference. Learn which words can calm and help your patient, and what words and phrases you need to avoid. Understand how surroundings can upset victims, and how easily you can lessen their feelings of vulnerability, distress, pain, and fear. Discover words and actions that support victim recovery, and others that can unintentionally hinder it. Learn how the surroundings can upset casualties, and how a first responder can easily calm their distress. Learn powerful communication models for use in every facet of life - at work, at home, and at play. TABLE OF CONTENTS Foreword by Lt. Jeffrey Katz Tips to Help You Integrate These Skills Introduction by the author Chapter One - How the Brain Works - Set up for this Chapter- How the Mind Processes Information- Psychological Firewall- Trance Chapter Two - The Effect of Your Words and Actions - Set up for this Chapter- How Your Actions Affect an Injured Person - How Your Words Affect an Injured Person- How Sensory Inputs Affect an Injured Person Chapter Three - Supplementary Information - "Nice to Know"- General Anesthesia and the Subconscious Mind- Maslow's Hierarchy of Needs- Communication Styles- The Stages of Grieving- Language Patterns and Embedded Commands Chapter Four - Integrating these Skills- Review Exercises- VAK Self-Audit

About the Author Born in England and raised near Montreal, Brian Walsh was a journalist and broadcaster before joining a major international firm. For much of his thirty-year career he was involved in human resources, specifically staff training.