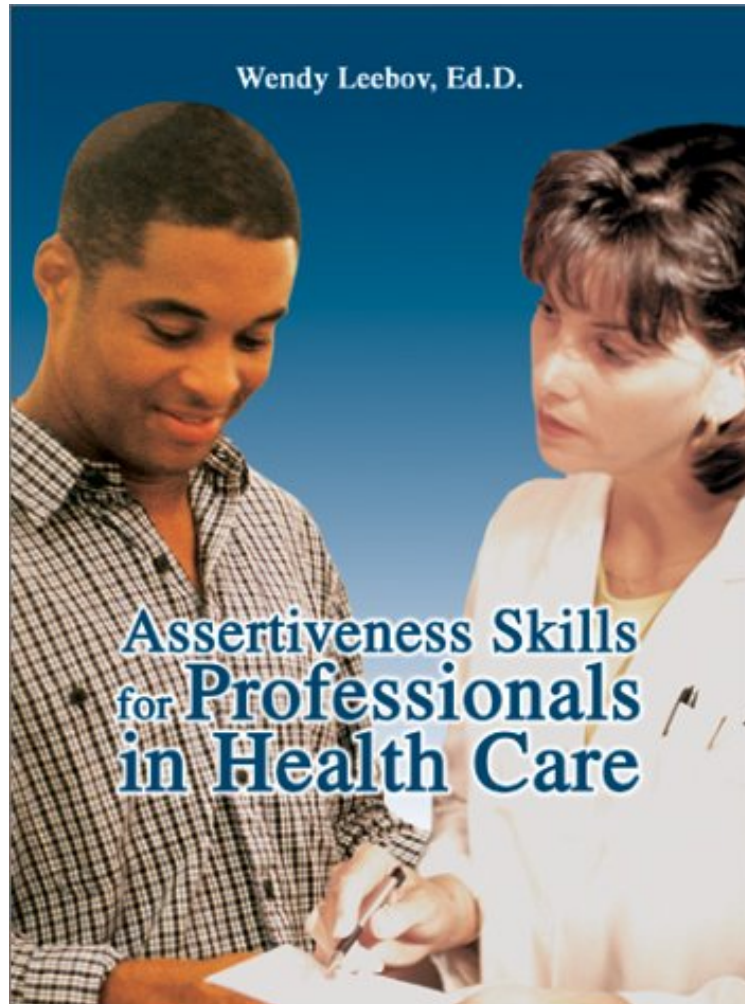


(Download ebook) Assertiveness Skills for Professionals in Health Care

Assertiveness Skills for Professionals in Health Care

Wendy Leebov

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Wendy Leebov : Assertiveness Skills for Professionals in Health Care before purchasing it in order to gage whether or not it would be worth my time, and all praised Assertiveness Skills for Professionals in Health Care:

This short, practical, easy-to-read book helps healthcare employees who interact with patients, physicians, other customers and coworkers to demonstrate effective assertiveness in these important exchanges. Highlighting the advantages of assertiveness in contrast to aggressiveness or passivity, this book provides a variety of case situations, self-assessment exercises and practice exercises for trying out and sharpening assertiveness skills. An excellent skill-builder for individual employees; also a great training tool for healthcare groups.

About the Author About Wendy Leebov, Ed.D. Wendy Leebov consults with healthcare organizations on how to create great service for patients and a great place to work. Most recently VP, Human Resources at Albert Einstein Healthcare Network, Wendy has written more than ten books and conducts retreats, workshops, speeches and change processes for health care. She received her doctorate from the Harvard Graduate School of Education. To reach the author: Wendy Leebov, Ed.D. E-mail: leebovw1@comcast.net