



# Communication Skills for Pharmacists: Building Relationships, Improving Patient Care

*Bruce A. Berger*

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Communication Skills for Pharmacists: Building Relationships, Improving Patient Care, 3rd edition, includes new material that will help student pharmacists and practicing pharmacists develop the communication skills they need for providing high-quality care. • 15 chapters from the previous edition cover key communication skills for pharmacists, such as listening and empathic responding, supportive communication, persuasive communication, assertiveness, and conflict management; provide help for patients in accepting the behavior changes needed to manage their illness; and explore ways to become culturally competent to provide quality care for all patients. Key Features:

- A new chapter tells how to communicate about sensitive topics that patients may find difficult to discuss because of embarrassment, cultural beliefs, or fear of social stigma.
- Another new chapter describes the way limited literacy or limited health literacy can affect patient outcomes and how pharmacists can identify and help overcome such limitations in their patients.
- The expanded chapter on managing change emphasizes the use of motivational interviewing.
- Dozens of examples share good and bad pharmacist–patient and pharmacist–physician dialogues.
- Guidelines tell how to contact a physician and then build rapport and discuss drug-related problems with him or her.
- Questions for reflection appear at the end of each chapter.

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