

## **DCT Study Day – Communication Skills**

### **Further Reading**

#### **Introduction**

Tiny Habits – BJ Fogg PhD

The Impact of Fun and Enjoyment on Adult's Learning - Dorothy Lucardie

#### **First Impressions**

Studying First Impressions: What to Consider? - Irmak Olcaysoy Okten

Remembering first impressions: Effects of intentionality and diagnosticity on subsequent memory - [Roe Gilron](#) and [Angela H. Gutchess](#)

#### **Active Listening**

The Relative Effectiveness of Active Listening in Initial Interactions - Harry J Weger

Communication Secrets of a Hostage Negotiator – Richard Mullender

#### **Body Language**

Comprehending Body Language and Mimics – Alice Mado Proverbio

What Every Body is Saying – Joe Navarro & Marvin Karlins PhD

The Power of Body Language – Joe Navarro

Non Verbal Communication – Tarjani Sheth

#### **Conflict Resolution**

People Skills – Robert Bolton

Assertion training : a humanistic-behavioural guide to self-dignity / Sherwin B. Cotler & Julio J. Guerra

Words That Change Minds – Shelle Rose Charvet

#### **Communicating Bad News**

Delivering bad news in emergency care medicine – Douglas Maynard

Talking with Patients – Eric J Cassell

How to Break Bad News – J Andrew Billings

How To Break Bad News – Robert Buckman MD

**Memory Training**

Quantum Memory Power – Dominic O Brien

A Sheep falls out of the tree – Christiane Stenger

Replication and Analysis of Ebbinghaus' Forgetting Curve – Jaap M J Murre

**Resilience**

The Positive Effect of Resilience on Stress and Business Outcomes in Difficult Work Environments - Shatté, Andrew PhD; Perlman, Adam MD, MPH; Smith, Brad PhD; Lynch, Wendy D. PhD

Man's Search for Meaning – Viktor E Frankl