



People Skills

Neil Thompson

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This important textbook presents a clear and accessible guide to the knowledge and skills necessary for effective practice in tackling human needs and problems. Parts One and Two concentrate on personal effectiveness skills and skills involved in interpersonal interactions respectively. Part Three focuses on the skills of intervention - agreeing what needs to be done and taking the necessary steps to make it happen. Stressing throughout the need for issues of equality to be integrated into all aspects of practice, this book should be essential reading for everyone working with people and their problems.

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