## Contents

From Publisher's Desk	
Preface to the Second Edition	X
1. REVIEW OF COMMUNICATION PROCESS	1
• Introduction	1
Evolution of Communication	
Meaning of Communication	
Definitions of Communication	
Importance of Communication in Nursing	
Levels of Communication	
Process of Communication	
Types/Forms of Communication	10
Facilitators of Communication	11
Techniques of Therapeutic Communication	16
Barriers of Communication	
Communication in Nursing Care	18
Conclusion	
Suggested Further Readings	
Assess Yourself	
2. INTERPERSONAL COMMUNICATION AND RELATION	ONSHIP 26
• Introduction	26
Interpersonal Communication	
Definition of Interpersonal Communication	
Purposes of Interpersonal Communication	
Types of Interpersonal Communication	
Forms of Interpersonal Communication	
Phases/Stages of Interpersonal Communication	
Barriers of Interpersonal Communication	
Measures to Overcome the Barriers of Interpersonal Communication	
Interpersonal Relationship	
Components of Nurse-Client Relationship	
Types of Interpersonal Relationship	
Phases of Interpersonal Relationship (Nurse-Patient Relationship)	
Barriers of Interpersonal Relationship and How to Overcome Them	

## Essentials of Communication and Education Technology

xxii

•	Johari Window	41
•	Conclusion	42
•	Suggested Further Readings	42
•	Assess Yourself	44
3	3. HUMAN RELATIONS	45
•	Introduction	
•		
•		
•		
•		
•	Understanding Self	47
•	Motivation	49
•	Group Dynamics	54
•		
•	Social Attitude	62
•	Social Behavior	63
•	Human Relations in Nursing	65
•	Conclusion	68
•	Suggested Further Readings	68
•	Assess Yourself	69
4	4. GUIDANCE AND COUNSELING	71
4	4. GUIDANCE AND COUNSELING	
•	Introduction	71
•	Introduction Definitions of Guidance	71 71
•	Introduction  Definitions of Guidance  Meaning of Guidance	71 71 71
•	Introduction  Definitions of Guidance  Meaning of Guidance  Definitions of Counseling	71 72 72
•	Introduction  Definitions of Guidance  Meaning of Guidance  Definitions of Counseling  Meaning of Counseling	717272
• • • • • • •	Introduction  Definitions of Guidance  Meaning of Guidance  Definitions of Counseling  Meaning of Counseling  Common Misconceptions in Guidance and Counseling	71 71 72 72 73
• • • • • •	Introduction  Definitions of Guidance  Meaning of Guidance  Definitions of Counseling  Meaning of Counseling  Common Misconceptions in Guidance and Counseling  Comparison of Guidance and Counseling	7172737373
• • • • •	Introduction  Definitions of Guidance  Meaning of Guidance  Definitions of Counseling  Meaning of Counseling  Common Misconceptions in Guidance and Counseling  Comparison of Guidance and Counseling  Functions of Guidance and Counseling	717272737373
• • • • •	Introduction  Definitions of Guidance  Meaning of Guidance  Meaning of Counseling  Meaning of Counseling  Common Misconceptions in Guidance and Counseling  Comparison of Guidance and Counseling  Functions of Guidance and Counseling  Reasons of Guidance and Counseling	
• • • • •	Introduction  Definitions of Guidance  Meaning of Guidance  Meaning of Counseling  Common Misconceptions in Guidance and Counseling  Comparison of Guidance and Counseling  Functions of Guidance and Counseling  Reasons of Guidance and Counseling  Purpose of Guidance and Counseling	
• • • • •	Introduction  Definitions of Guidance  Meaning of Guidance  Meaning of Counseling  Meaning of Counseling  Common Misconceptions in Guidance and Counseling  Comparison of Guidance and Counseling  Functions of Guidance and Counseling  Reasons of Guidance and Counseling	
• • • • •	Introduction  Definitions of Guidance  Meaning of Guidance  Definitions of Counseling  Meaning of Counseling  Common Misconceptions in Guidance and Counseling  Comparison of Guidance and Counseling  Functions of Guidance and Counseling  Reasons of Guidance and Counseling  Purpose of Guidance and Counseling  Scope of Guidance and Counseling in Nursing Education  Principles of Guidance	
• • • • •	Introduction  Definitions of Guidance  Meaning of Guidance  Definitions of Counseling  Meaning of Counseling  Common Misconceptions in Guidance and Counseling  Comparison of Guidance and Counseling  Functions of Guidance and Counseling  Reasons of Guidance and Counseling  Purpose of Guidance and Counseling  Scope of Guidance and Counseling in Nursing Education	
• • • • •	Introduction	
• • • • •	Introduction	
• • • • •	Introduction	
• • • • •	Introduction	
• • • • •	Introduction	
• • • • •	Introduction	
• • • • •	Introduction	

•	Ethical Principles of Counseling	91
•	Ethical Issues of Counseling	
•	Role and Responsibility of Counselor	92
•	Preparation of Counselor	
•	Pretraining Attributes Required by a Counselor	93
•	Skills Required for the Counselor	93
•	Issues Related to Counseling in Nursing Practice	94
•	Crisis and Referral	97
•	Conclusion	99
•	Suggested Further Readings	99
•	Assess Yourself	100
5	5. PRINCIPLES OF EDUCATION AND TEACHING-LEARNING PROCESS	101
•	Introduction	101
•	Specific Objectives	101
•	Education	101
•	Philosophy	108
•	Nursing Education	121
•	Learning	122
•	Teaching	127
•	Educational Objectives	134
•	Lesson Planning	143
•	Conclusion	150
•	Suggested Further Readings	150
•	Assess Yourself	151
6	5. METHODS OF TEACHING	152
•	Introduction	152
•	Classifications of Teaching Methods	152
•	Purposes of Teaching Methods	152
•	Characteristics of Good Teaching Methods	153
•	Guidelines for the Selection and Practice to Teaching-Learning Methods	153
•	Teaching Methods	154
•	Conclusion	202
•	Suggested Further Readings	202
•	Assess Yourself	203
7	7. EDUCATIONAL AIDS	204
•	Introduction	204
•	Definition	
•	Classification of Audio-visual Aids	
	Purposes of Audio-visual Aids	207



## Essentials of Communication and Education Technology

Characteristics of Good Teaching Aids	207
Sources of Audio-visual Aids	208
Types of Audio-visual Aids	208
Principles to be Followed for the Effective use of A-V Aids	243
Advantages of Teaching Aids	
Selection, Use and Evaluation of Teaching Aids	
Criteria for Selection of Audio-visual Aids	
Use of Audio-visual Aids	
Points to Remember while using Audio-visual Aids Aids	
Role of Teacher and Administrator in Audio-visual Education	
Conclusion	
Suggested Further Readings	
Assess Yourself	
8. ASSESSMENT IN EDUCATION	249
Introduction	249
Assessment	250
Purposes and Scope of Assessment	251
Types of Assessment	
Criteria for Selection of Assessment Techniques and Methods	
Steps of Assessment	
Assessment Methods and Techniques	
Assessment of Knowledge	
Assessment of Skills	
Assessment of Attitude	
• Conclusion	
Suggested Further Readings	
Assess Yourself	278
9. INFORMATION, EDUCATION AND COMMUNIC	ATION 279
• Introduction	279
Health Education and Communication Terminologies	
Information, Education and Communication (IEC) for Health	
Health Education	
Health and Human Behavior	282
Behavior Change	284
Health Communication	287
Planning IEC Activities	
Communicating Health Messages	
Communication Tools	
Conclusion	294
Suggested Further Readings	
Assess Yourself	296
Indov	205

