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set up a productive relationship, and carry out interventions. There is no other skill that is used more in nursing than communication. (Sheldon 2004, p. 132)

<http://nursing.flinders.edu.au/students/studyaids/clinicalcommunication/page.php?id=20>

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RN, author of The Nurse's Communication Advantage: She is the author of more than 75 articles and 20 books, including The Nurse's Etiquette Advantage:
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http://woundcareadvisor.com/how-to-keep-your-communications-professional_vol2-no2/

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<http://www.nursingtimes.net/nursing-practice/leadership/clinical-development-a-framework-for-effective-communication-skills/296359.article>

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<http://www.cc-institute.org/cssm/test-preparation>

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