Module 4 information

HUS 3321 [More on Communicating](https://mycourses.spcollege.edu/d2l/le/content/288296/Home?itemIdentifier=D2L.LE.Content.ContentObject.ModuleCO-12251697)

Module 4 Readings and Videos

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| **Shape  Description automatically generated with low confidence Readings and Videos** |

1. Be sure to review the feedback you received from your instructor on last module's assignments.
2. Textbook: Summers, N. (2015). *Fundamentals of case management practice - Skills for the human services*, (5th ed.). Cengage: Belmont California. ISBN: 9781305525375

- Read Chapter 10: Bringing Up Difficult Issues
- Read Chapter 11: Addressing and Disarming Anger
- Read Chapter 12: Collaborating with People for Change
- Read Chapter 13: Putting It All Together: Exercises
3. View the following videos:

[Disarming Do's and Don'ts](https://www.youtube.com/watch?v=OjxZjzm4c6I&feature=youtu.be) (4:44)

[Disarming: Cognitive Empathy](https://www.youtube.com/watch?v=GQhw9teSyKc&feature=youtu.be) (3:11)

[Disarming: Emotional Empathy](https://www.youtube.com/watch?v=odfk0OD73KY&feature=youtu.be) (2:19)