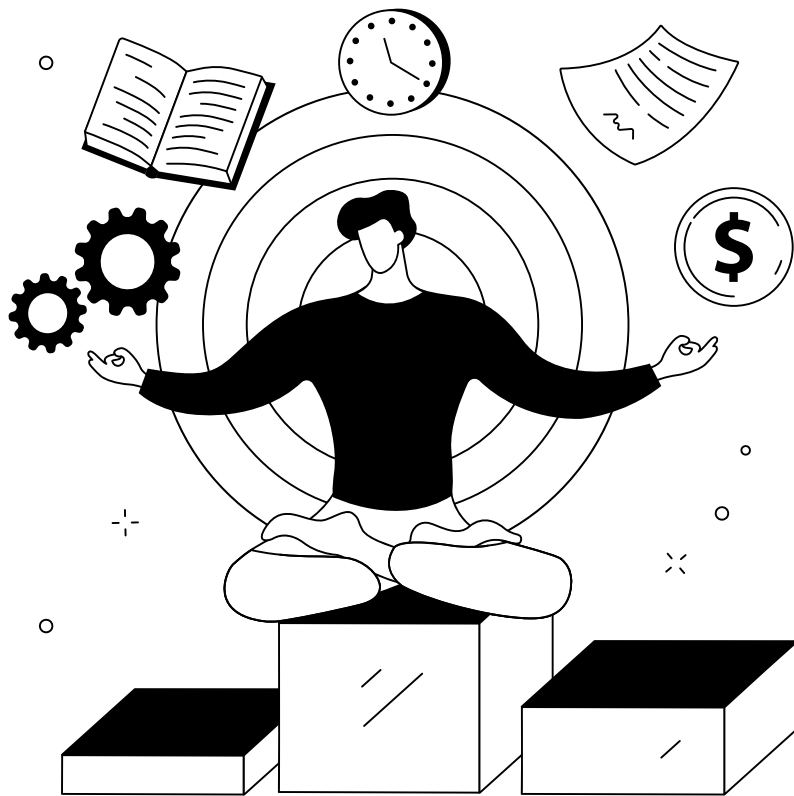


FOUNDATIONS OF COMMUNICATION

Skills, Professional Values and Basic Healthcare Practices



SHIPRA SHRIVASTAVA

Foundations of Communication Skills, Professional Values, and Basic Healthcare Practices



**India | UAE | Nigeria | Uzbekistan | Montenegro | Iraq |
Egypt | Thailand | Uganda | Philippines | Indonesia**
www.empyrealpublishinghouse.com

Foundations of Communication Skills, Professional Values, and Basic Healthcare Practices

Authored by:

Prof. Shipra Shrivastava

Principal of S S College of Paramedical, Bhopal

Copyright 2026 by Prof. Shipra Shrivastava

First Impression: March 2026

Foundations of Communication Skills, Professional Values, and Basic Healthcare Practices

ISBN: 978-93-49359-04-8

Rs. 1000/- (\$80)

No part of the book may be printed, copied, stored, retrieved, duplicated and reproduced in any form without the written permission of the editor/publisher.

DISCLAIMER

Information contained in this book has been published by Empyreal Publishing House and has been obtained by the author from sources believed to be reliable and correct to the best of their knowledge. The authors are solely responsible for the contents of the articles compiled in this book. Responsibility of authenticity of the work or the concepts/views presented by the author through this book shall lie with the author and the publisher has no role or claim or any responsibility in this regard. Errors, if any, are purely unintentional and readers are requested to communicate such error to the author to avoid discrepancies in future.

Published by:
Empyreal Publishing House

Preface

In today's rapidly evolving healthcare environment, the importance of effective communication, strong professional values, and a solid understanding of basic healthcare practices cannot be overstated. Healthcare professionals are not only required to possess technical knowledge but also the ability to communicate compassionately, act ethically, and respond efficiently to diverse patient needs.

This book, "Foundations of Communication Skills, Professional Values, and Basic Healthcare Practices," has been carefully designed to provide a comprehensive introduction to these essential aspects. It aims to bridge the gap between theoretical knowledge and practical application, making it especially useful for students, trainees, and early-career professionals in healthcare and allied fields.

The content of this book focuses on developing interpersonal communication skills, understanding professional ethics and values, and mastering fundamental healthcare practices. Each chapter has been structured to present concepts in a clear, concise, and accessible manner, enabling readers to build confidence and competence in real-world situations.

Special emphasis has been placed on simplicity and clarity, ensuring that learners from diverse educational backgrounds can benefit from this text. The book serves as a foundational guide to help readers cultivate empathy, professionalism, and a patient-centered approach—qualities that are indispensable in modern healthcare systems.

It is our sincere hope that this book will serve as a valuable resource in shaping responsible, skilled, and compassionate healthcare professionals.

Acknowledgement

The completion of this book would not have been possible without the support, encouragement, and guidance of many individuals and institutions.

We express our heartfelt gratitude to all the educators, mentors, and healthcare professionals whose knowledge and experience have inspired the development of this work. Their dedication to teaching and patient care has been a constant source of motivation.

We are also thankful to our colleagues and contributors who provided valuable insights, suggestions, and constructive feedback during the preparation of this manuscript. Their inputs have greatly enhanced the quality and relevance of the content.

Special thanks are extended to the publishing team for their continuous support, coordination, and commitment in bringing this book to completion.

Finally, we would like to acknowledge the students and readers for whom this book has been written. Their pursuit of knowledge and commitment to excellence in healthcare practice inspire us to contribute meaningfully to their learning journey.

Table of Contents

Title of Chapters	Page No.
CHAPTER 1	1 – 13
<i>Fundamentals of Communication Skills</i>	
CHAPTER 2	14 – 26
<i>Barriers and Challenges in Communication</i>	
CHAPTER 3	27 – 39
<i>Elements and Forms of Communication</i>	
CHAPTER 4	40 – 51
<i>Personal Etiquette and Professional Behaviour</i>	
CHAPTER 5	52 – 62
<i>Presentation Skills and Career Development</i>	
CHAPTER 6	63 – 73
<i>Personal and Professional Values</i>	
CHAPTER 7	74 – 84
<i>First Aid and Emergency Care</i>	
CHAPTER 8	85 – 97
<i>Emergency Conditions and Life-Saving Techniques</i>	

CHAPTER 9	98 – 110
<i>Basic Life Support and Clinical Care</i>	
CHAPTER 10	111 – 127
<i>Healthcare Systems, Laboratory Practices, and Safety</i>	
<i>References</i>	128 – 134

ABOUT THE AUTHOR



Prof. Shipra Shrivastava, is currently serving as the Principal of S S College of Paramedical, Bhopal. A dedicated academician with 15 years of experience in the field of paramedical education. She is pursuing her PhD and has published over 10 research papers in national and international journals. She has attended more than 14 conferences and presented papers on various topics related to paramedical sciences.

With a strong passion for teaching and research, She has established herself as a respected figure in the academic community. Her expertise and contributions to the field of paramedical sciences have been widely recognized, and she continues to inspire and motivate students and colleagues alike.

ABOUT THE BOOK

Foundations of Communication Skills, Professional Values, and Basic Healthcare Practices is a comprehensive introductory text designed to equip learners with the essential competencies required in modern healthcare settings. The book emphasizes the integration of effective communication, ethical professional conduct, and fundamental clinical practices—three pillars that are crucial for delivering quality patient care.

This book provides a clear and practical understanding of communication skills, including verbal and non-verbal communication, active listening, empathy, and patient interaction techniques. It also highlights the importance of professionalism, covering core values such as integrity, responsibility, teamwork, respect, and ethical decision-making in healthcare environments.

In addition, the book introduces readers to basic healthcare practices, including hygiene, patient safety, infection control, vital signs monitoring, and emergency response fundamentals. The content is presented in a simple and structured manner, making it accessible to students from diverse academic backgrounds.

Designed primarily for students of healthcare, nursing, paramedical sciences, and allied health disciplines, this book serves as a foundational guide for both academic learning and practical application. It bridges the gap between theory and real-world practice, preparing learners to become competent, compassionate, and responsible healthcare professionals.

Overall, this book aims to develop not only knowledge and skills but also the right attitude and values necessary for effective and ethical healthcare delivery.



ISBN 978-93-49359-04-8



9 789349 359048

India | UAE | Nigeria | Uzbekistan | Montenegro | Iraq | Egypt | Thailand | Uganda | Philippines | Indonesia

Empyrean Publishing House || www.empyreanpublishinghouse.com || info@empyreanpublishinghouse.com