

## Literatur- und Medienempfehlungen zur “Tierärztlichen Kommunikation”

Abkürzungen:

V=Veterinärmedizin, KLT=Kleintiere, GT=Großtiere, H=Humanmedizin, G=Gesundheitsberufe, S=Sonstige, YT=YouTube™

Titel*	Autoren/-innen	Medium/Quelle	Disziplin
Handbook of Veterinary Communication Skills	C. Gray & J. Moffett	Buch, Wiley-Blackwell	V
Skills for Communication with Patients	J. Silverman, S. Kurtz, J. Draper	Buch, Radcliffe	H, G
Kommunikations-Skills – Erfolgreiche Gesprächsführung in der tierärztlichen Praxis	G. Bentlage	Buch, Schattauer	V
Medizinische Kommunikation - Grundlagen der ärztlichen Gesprächsführung	S. Bechmann	Buch, UTB	H
Kommunikation – Erfolgsfaktor in der Medizin	P. Kutscher & H. Seßler	Buch, Springer	H
Kommunikation und Gesprächsführung für Pflegeberufe	J. Wingchen	Buch, Schlütersche	G
Die Tiermedizinische Fachangestellte	S. Kiris	Buch, Schlütersche	V
Handbuch der Tierarzhelferin	M. Vieten	Buch, Enke	V
Miteinander reden: 1 - Störungen und Klärungen	F. Schulz von Thun	Buch, Rowohlt Taschenbuch Verlag	S
Miteinander reden: 2 - Stile, Werte und Persönlichkeitsentwicklung	F. Schulz von Thun	Buch, Rowohlt Taschenbuch Verlag	S
Miteinander reden: 3 - Das "Innere Team" und situationsgerechte Kommunikation	F. Schulz von Thun	Buch, Rowohlt Taschenbuch Verlag	S
Schwierige Gespräche führen: Modelle für Beratungs-, Kritik- und Konfliktgespräche im Berufsalltag	K. Benien	Buch, Rowohlt Taschenbuch Verlag	S
Seminarkrisen meistern	M. Bönsch	Buch, Reinbek Verlag	S
Teaching smart people how to learn	C. Argyris	Buch, Harvard Business Review Press	S
Consultation skills in veterinary practice: exploring the links between consultation skills and key performance indicators	P. R. Manning	Buch/Thesis, Middlesex University	

<b>Titel*</b>	<b>Autoren/-innen</b>	<b>Medium/Quelle</b>	<b>Disziplin</b>
Do medical students like communication? Validation of the German CSAS (Communication Skills Attitude Scale)	A. K. Busch et al.	Journal-Artikel, GMS Zeitschrift für Medizinische Ausbildung, 32(1) (2015)	H
Patientenbesitzerzufriedenheit in der Kleintiermedizin	D. Brennecke	Journal-Artikel, Veterinär-Spiegel, 20. Jg., Nr. 04, S. 187-189 (2010)	V-KLT
Effect of clinician communication skills training on patient satisfaction: a randomized, controlled trial.	J. B. Brown et al.	Journal-Artikel, Annals of Internal Medicine, 131(11), 822-829 (1999)	V-KLT
Communication Skills Training: Describing a New Conceptual Model	R. F. Brown et al.	Journal-Artikel, Academic Medicine 83/1, 37-44 (2008)	H
Compassion Fatigue and the Veterinary Health Team	S. P Cohen et al.	Journal-Artikel, Veterinary Clinics of North America: Small Animal Practice 37(1): 123-134 (2007)	V-KLT
Pets, Vets, and Frets: What Relationship-Centered Care Research Has to Offer Veterinary Medicine	R. M. Frankel et al.	Journal-Artikel, Journal of Veterinary Medical Education 33(1): 20-27 (2006)	V
Basic skills for successful client relations	C. E. Fudin et al.	Journal-Artikel, Problems in Veterinary Medicine 3, (1) (Mar): 7-19 (1991)	V
A measure of and predictors for veterinarian trust developed with veterinary students in a simulated companion animal practice	J.A. Grand et al.	Journal-Artikel, JAVMA 242/3, 322-334 (2013)	

Good communication skills key to success	D. Hare et al.	Journal-Artikel, The Canadian Veterinary Journal. La Revue Veterinaire Canadienne 44, (8) (Aug): 621-2 (2003)	V
Communication Skills and Veterinary Education	T. Heath et al.	Journal-Artikel, Higher Education Research & Development 7(2): 111- 117. (1988)	V
Critical skills for future veterinarians	J. A. Humble et al.	Journal-Artikel, Journal of Veterinary Medical Education 28, (2) (Summer): 50-3 (2001)	V
Improving listening skills of food animal practitioners	J. A. Humble et al.	Journal-Artikel, Journal of the American Veterinary Medical Association 209, (6) (Sep 15): 1067-8 (1996)	V-GT
Response of a veterinary college to career development needs identified in the KPMG LLP study and the executive summary of the brakke study: A combined MBA/DVM program, business certificate program, and curricular modifications	L. R. Kogan et al.	Journal-Artikel, Journal of the American Veterinary Medical Association 226, (7) (Apr 1): 1070-6 (2005)	V
Managing client communication for effective practice: What skills should veterinary graduates have acquired for success?	E. A. Martin	Journal-Artikel, Journal of Veterinary Medical Education 33, (1) (Spring): 45-9 (2006)	V
Difficult Interactions with Veterinary Clients: Working in the Challenge Zone	J. K. Morrissey et al.	Journal-Artikel, Veterinary Clinics of North America: Small Animal Practice 37(1): 65-77 (2007)	V-KLT

Communication skills in veterinary education	J. Prescott et al.	Journal-Artikel, Journal of the American Veterinary Medical Association 204, (2) (Jan 15): 189-90 (1994)	V
Effective physician-patient communication and health outcomes: a review	M. A. Stewart	Journal-Artikel, CMAJ: Canadian Medical Association Journal, 1995, 152/ 9, 1423 (1995)	H
How Does Emotional Intelligence Fit into the Paradigm of Veterinary Medical Education?	R. P. Timmins et al.	Journal-Artikel, Journal of Veterinary Medical Education 33(1): 71-75 (2006)	V
UK consensus statement on the content of communication curricula in undergraduate medical education	M. von Fragstein et al.	Journal-Artikel, Medical Education 42: 1100-1107 (2008)	H
Animal welfare and the human-animal bond: considerations for veterinary faculty, students, and practitioners	S. Wensley et al.	Journal-Artikel, Journal of Veterinary Medical Education 35: 532 – 539 (2008)	V
Difficult clinician-patient relationships	M. K. White & V. F. Keller	Journal-Artikel, JCOM (5), 5, 32-38 (1998)	H
It May Be a Dog's Life But the Relationship with Her Owners Is Also Key to Her Health and Well Being: Communication in Veterinary Medicine	C. L. Adams et al.	Journal-Artikel, Veterinary Clinics of North America: Small Animal Practice 37(1): 1- 17 (2007)	V-KLT
Communication in the Veterinary Emergency Setting	S. W. Bateman et al.	Journal-Artikel, Veterinary Clinics of North America: Small Animal Practice 37(1): 109-121 (2007)	V-KLT
Talking with Veterinary Clients About Money	D. J. Klingborg et al.	Journal-Artikel, Veterinary Clinics of	V-KLT

		North America: Small Animal Practice 37(1): 79-93 (2007)	
Essential elements of communication in medical encounters: the Kalamazoo consensus statement	G. Makoul et al.	Journal-Artikel, Academic Medicine 76(4): 390-393 (2001)	H
Communication teaching and assessment in medical education: an international consensus statement	G. Makoul et al.	Journal-Artikel, Patient Education and Counseling 37(2): 191-195 (1999)	H
End-of-Life Communication in Veterinary Medicine: Delivering Bad News and Euthanasia Decision Making	J. R. Shaw et al.	Journal-Artikel, Veterinary Clinics of North America: Small Animal Practice 37(1): 95-108 (2007)	V-KLT
Reflection: A Critical Proficiency Essential to the Effective Development of a High Competence in Communication	C. L. Adams et al.	Journal-Artikel, Journal of Veterinary Medical Education 33(1): 58-64 (2006)	V
Communicating with Special Populations: Children and Older Adults	J. C. Brandt et al.	Journal-Artikel, Veterinary Clinics of North America: Small Animal Practice 37(1): 181-198 (2007)	V-KLT
Nonverbal Communication in Veterinary Practice	C. A. Carson et al.	Journal-Artikel, Veterinary Clinics of North America: Small Animal Practice 37(1): 49-63 (2007)	V-KLT
Client-Veterinarian Communication: Skills for Client Centered Dialogue and Shared Decision Making	K. K. Cornell et al.	Journal-Artikel, Veterinary Clinics of North America: Small Animal Practice 37(1): 37-47 (2007)	V-KLT
A survey of reading, writing, and oral communication skills in North American veterinary medical colleges	C. M. Hendrix et al.	Journal-Artikel, Journal of Veterinary	V

		Medical Education 28(1): 34-40 (2001)	
Communication in production animal medicine: modelling a complex interaction with the example of dairy herd health medicine	J. Kleen et al.	Journal-Artikel, Irish Veterinary Journal 64(1): 8 (2001)	V-GT
Communication skills in veterinary practice	J. Kleen et al.	Journal-Artikel, Tierarztl Praxis (G) 36: 293 – 297 (2008)	V-GT
Training in client relations and communication skills in veterinary medical curricula and usage after graduation	L. R. Kogan et al.	Journal-Artikel, Journal of the American Veterinary Medical Association 224, (4) (Feb 15): 504-7 (2004)	V
Because one shoe doesn't fit all A repertoire of doctor-patient relationships	M. T. Lussier et al.	Journal-Artikel, Canadian Family Physician, 54(8), 1089-1092 (2008)	H
Perceived importance and integration of the human-animal bond in private veterinary practice	F. Martin et al.	Journal-Artikel, Journal of the American Veterinary Medical Association 228, (4) (Feb 15): 522-7 (2006)	V
Use of drama in teaching the human side of veterinary practice	J. N. Mills et al.	Journal-Artikel, Australian Veterinary Journal 75, (7) (Jul): 497-9 (1997)	V
Addressing Disappointment in Veterinary Practice	D. O'Connell et al.	Journal-Artikel, Veterinary Clinics of North America: Small Animal Practice 37(1): 135-149 (2007)	V-KLT
Communication skills competencies: definitions and a teaching toolbox	E. A. Rider et al.	Journal-Artikel, Medical Education 40(7): 624-629 (2006)	H
The Veterinary Health Care Team: Going from Good to Great	K. L. Ruby et al.	Journal-Artikel, Veterinary Clinics of	V-KLT

		North America: Small Animal Practice 37(1): 19-35 (2007)	
Assessing communication competence: a review of current tools	J. M. Schirmer et al.	Journal-Artikel, Family Medicine 37(3): 184-192 (2005)	H
Four Core Communication Skills of Highly Effective Practitioners	J. R. Shaw et al.	Journal-Artikel, Veterinary Clinics of North America: Small Animal Practice 36(2): 385-396 (2006)	V-KLT
Enhanced communication by developing a non-anxious presence: A key attribute for the successful veterinarian	E. B. Strand et al.	Journal-Artikel, Journal of Veterinary Medical Education 33, (1) (Spring): 65-70 (2006)	V
Building on Existing Models from Human Medical Education to Develop a Communication Curriculum in Veterinary Medicine	C. L. Adams et al.	Journal-Artikel, Journal of Veterinary Medical Education 33(1): 28-37 (2006)	V
Implementing a simulated client program: Bridging the gap between theory and practice	C. L. Adams et al.	Journal-Artikel, Journal of Veterinary Medical Education 31, (2) (Summer): 138-45 (2004)	V
Employer and new graduate satisfaction with new graduate performance in the workplace within the first year following convocation from the Ontario veterinary college	D. G. Butler et al.	Journal-Artikel, The Canadian Veterinary Journal. La Revue Veterinaire Canadienne 44, (5) (May): 380-91 (2003)	V
Teaching Non-Technical (Professional) Competence in a Veterinary School Curriculum	G. A. Burns et al.	Journal-Artikel, Journal of Veterinary Medical Education 33(2): 301-308 (2006)	V
Didactic and Experiential Training to Teach Communication	R. Chun et al.	Journal-Artikel,	V

Skills: The University of Wisconsin-Madison School of Veterinary Medicine Collaborative Experience		Journal of Veterinary Medical Education 36(2): 196-201 (2009)	
Facilitator Training for Undergraduate Veterinary Communication Education in the United Kingdom and Ireland	C. A. Gray et al.	Journal-Artikel, Journal of Veterinary Medical Education 33(1): 105-107 (2006)	V
Communication Education in Veterinary Education in the United Kingdom and Ireland: The NUVACS Project Coupled to Progressive Individual School Endeavors	C. A. Gray et al.	Journal-Artikel, Journal of Veterinary Medical Education 33(1): 85-92 (2006)	V
Preparation for Practice by Veterinary School: A Comparison of the Perceptions of Alumni from a Traditional and an Innovative Veterinary Curriculum	D. A. D. C Jaarsma et al.	Journal-Artikel, Journal of Veterinary Medical Education 35(3): 431-438 (2008)	V
Teaching and Learning Communication in Veterinary Medicine	S. Kurtz et al.	Journal-Artikel, Journal of Veterinary Medical Education 33(1): 11-19 (2006)	V
Marrying Content and Process in Clinical Method Teaching: Enhancing the Calgary-Cambridge Guides	S. Kurtz et al.	Journal-Artikel, Academic Medicine;78(8):802-809 (2003)	H
Effects of formal training in communication skills on the ability of veterinary students to communicate with clients	C. Latham et al.	Journal-Artikel, Veterinary Record 160: 181 – 186 (2007)	V
Observational study of effect of patient centredness and positive approach on outcomes of general practice consultations	P. Little et al.	Journal-Artikel, BMJ 323(7318), 908-911 (2001)	
Development of Veterinary Communication Skills at Murdoch University and in Other Australian Veterinary Schools	J. N. Mills et al.	Journal-Artikel, Journal of Veterinary Medical Education 33(1): 93-99 (2006)	V
Development, Teaching, and Evaluation of a Consultation Structure Model for Use in Veterinary Education	A. Radford et al.	Journal-Artikel, Journal of Veterinary Medical Education 33(1):	V



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Use of simulated clients in training veterinary undergraduates in communication skills	A. Radford et al.	Journal-Artikel, Scandinavian Journal of Infectious Diseases 23: 225-231 (2003)	V
Professional Development Training through the Veterinary Curriculum at the University of Minnesota	M. V. Kustritz et al.	Journal-Artikel, Journal of Veterinary Medical Education 37(3): 233-237 (2010)	V
Verbal communication skills and patient satisfaction. A study of doctor-patient interviews	P. Rowland-Morin et al.	Journal-Artikel, Eval Health Prof 13: 168 – 185 (1990)	H
Introducing a course in veterinary medicine and literature into a veterinary curriculum	E. A. Stone et al.	Journal-Artikel, Journal of the American Veterinary Medical Association. 224, (8) (April 15) 1249-1253 (2004)	V
Integrating clinical communication with clinical reasoning and the broader medical curriculum	J. Cary et al.	Journal-Artikel, Patient Education and Counseling 92: 361-365 (2013)	H
What can veterinarians learn from studies of physician-patient communication about veterinarian-client-patient communication?	J.R. Shaw et al.	Journal-Artikel, Journal of the American Veterinary Medical Association. 224, (5) (März 01) 676-684 (2004)	V
Development and Validation of a Competency Framework for Veterinarians	H.G.J. Bok et al.	Journal of Veterinary Medical Education 38, (3) 262-269 (2011)	V

<b>Titel*</b>	<b>Autoren/-innen</b>	<b>Medium/Quelle</b>	<b>Disziplin</b>
EACH (2012): European Association for Communication in Healthcare „General principles for the assessment of communication skills“. <a href="http://www.each.eu/wp-content/uploads/2014/07/General_principles_for_the_assessment_of_communication_skills_final.pdf">http://www.each.eu/wp-content/uploads/2014/07/General_principles_for_the_assessment_of_communication_skills_final.pdf</a>	C. Kiessling et al.	Webpage	H
Szenarien (NUVACS): <a href="http://wsp7.rvc.ac.uk/html/scenarios.html">http://wsp7.rvc.ac.uk/html/scenarios.html</a>	NUVACS – National Unit for the Advancement of Veterinary Communication Skills	Webpage	V
<u>Veterinary Client Communication</u> (Studierendenvideo)	Studierenden-Projekt	Video, YT (2013)	V-KLT
<u>Veterinary Communications</u> (Studierendenvideo)	B. Skroch et al.	Video, YT (2014)	V-KLT
<u>Lessons in Client Communication</u> (Studierendenvideo)	K. Sanders	Video, YT (2013)	V-KLT
<u>NAVC Webinar Communication Skills for the Veterinary Team</u>	The North American Veterinary Community	Video, YT	V
Manual Ärztliche Gesprächsführung	Arbeitsgruppe Medizindidaktik, Uniklinikum Köln, K. Beikircher und F. Becker	Video, YT (2012)	H

!! Falls Sie weitere Literatur oder andere Quellen zum Thema Kommunikation in der Tiermedizin kennen, bitten wir Sie um eine kurze Mitteilung an den Sprecher des Ausschusses, Christian Gruber (Tel.: 0511/ 953-8129, Mail: [christian.gruber@tiho-hannover.de](mailto:christian.gruber@tiho-hannover.de)) !!