



# **Humanizing Health Care with Nonviolent Communication: A guide to revitalizing the Health Care Industry in America**

*Melanie Sears RN MBA*

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## **Humanizing Health Care with Nonviolent Communication: A guide to revitalizing the Health Care Industry in America** Melanie Sears RN MBA

The truth about health care: how hospital politics often prevents patients from getting the care they need.

Melanie Sears shares her insights as a nurse and a certified instructor of Nonviolent Communications as she gives a glimpse of what it's like to work in a psychiatric hospital. There she experienced first-hand the pain and suffering of both patients and staff struggling within a system that makes compassionate care difficult to deliver. She also experienced the healing that's possible when Nonviolent Communication is brought within a hospital's walls.

With real examples, Sears takes you on a journey that will enlighten and inspire you. If you've ever wondered why there is a nursing shortage, the secret is out. This is a must read for hospital administrators, health care workers and anyone who has been or will be a patient in a health care setting.

Melanie Sears is a Registered Nurse with 27 years experience working within the health care industry. She's also an instructor in Nonviolent Communications certified by Marshall Rosenberg's Center for Nonviolent Communications and has been actively involved with the Puget Sound Network for Compassionate Communications since 1993.

“Even though I don't work in the health care industry, I found this book relevant to my life. I understand better now the struggles of health-care providers to deliver compassionate care while struggling within a bureaucracy that itself needs healing.”—Matt Harris, Communications Consultant

“Melanie was able to articulate the underlying dynamics that make working in health care so miserable. She put words to what I sensed but didn't understand.”—P.W., Nurse

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