

Honor Society of Nursing, Sigma Theta Tau International
24th International Nursing Research Congress
Prague, Czech Republic • 22-26 July 2013



Improving of interpersonal relationships and hospital nurses' job satisfaction through knowledge and relational skills

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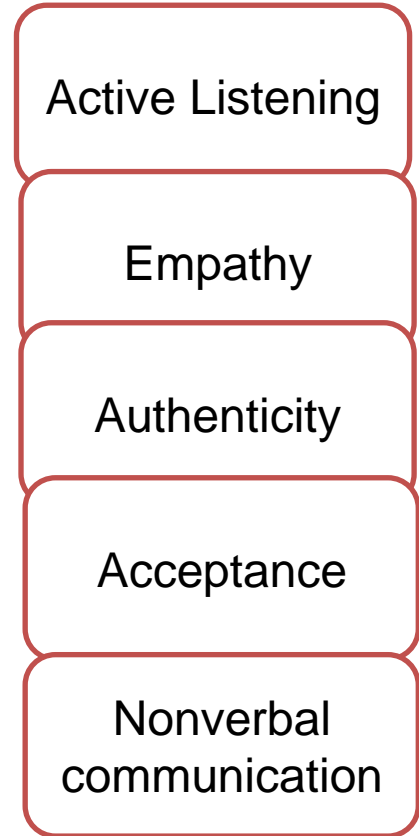
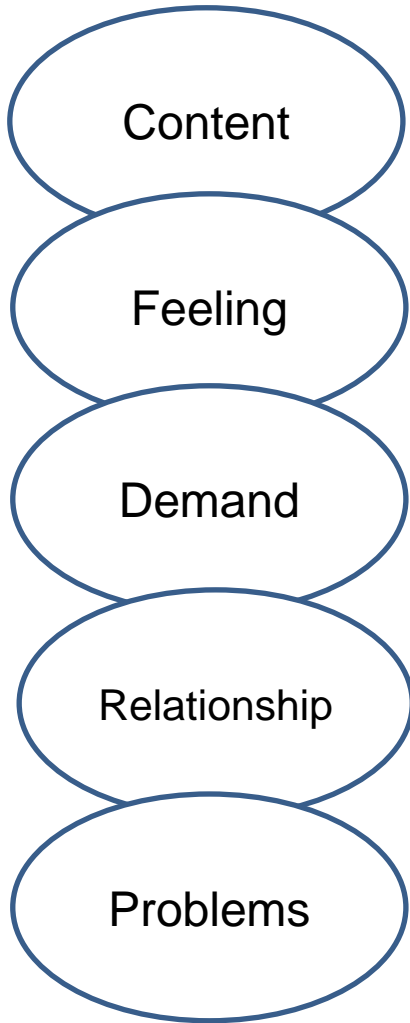
BACKGROUND

Relational problems

~~Correct communication~~



Skilled sender-receiver



Aims

To understand how is the communicative interaction between hospital nursing staff.

To determine what are the characteristics of the interpersonal communication.

To analyze skills that professionals develop in their working relationships.



Methodology

Qualitative, descriptive and phenomenological study

Data collection: open interviews

Researchers triangulation

Content analysis



Results

Non-verbal communication

Communication and sender

Communication and awareness

Communication and receiver

- Non clarified message
- Non clarified feelings
- Non clarified demand
- Relationship



- Active listening:
feedback
- Empathy
- Authenticity

Communication and sender

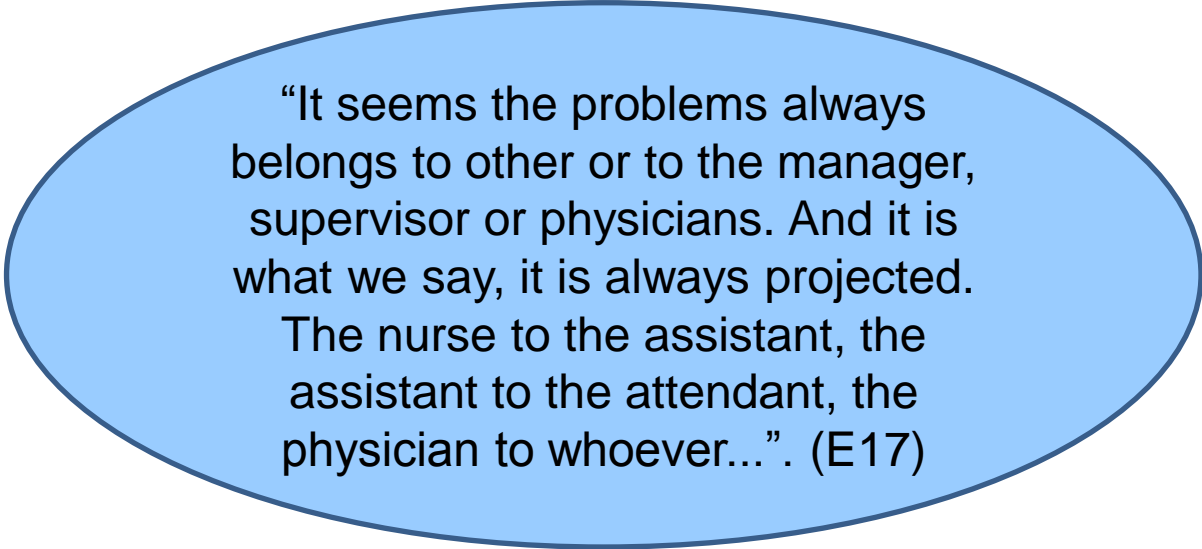
"There are doctors that (...) say: "look I've left this, I want this, this and this". But there are others that leave you there a clinical record and you have to make a living . In these cases you can understand a different thing to which they wanted to convey. (E8)



Communication and awareness of **who has the problem**



"I MESSAGES"



"It seems the problems always belongs to other or to the manager, supervisor or physicians. And it is what we say, it is always projected. The nurse to the assistant, the assistant to the attendant, the physician to whoever...". (E17)





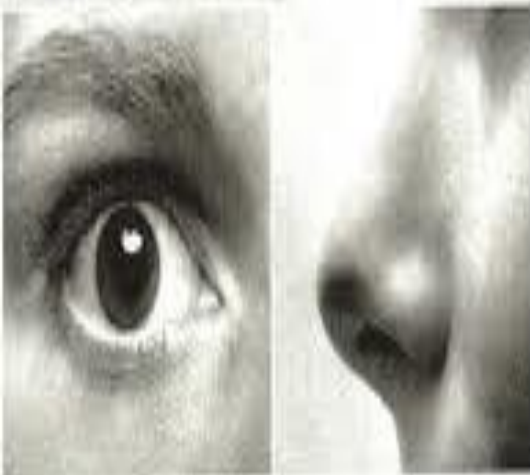
Communication and receiver



"I believe that there is quite enough active listening at my ward. When it comes to empathy, it is more difficult because there are some people with which you always clash". (E07)



Non-verbal communication



Have you ever thought
of whether your words
would be overheard?
Think about it right now.
Yes, most people would agree
with you. They wouldn't
if they were able to hear them
unheard every year
at all!
British Telecom Institute

"There are
sometimes
that if you
arrive at the
ward and you
say good
morning, only
because you
say good
morning...
people take it
wrong". (E04)

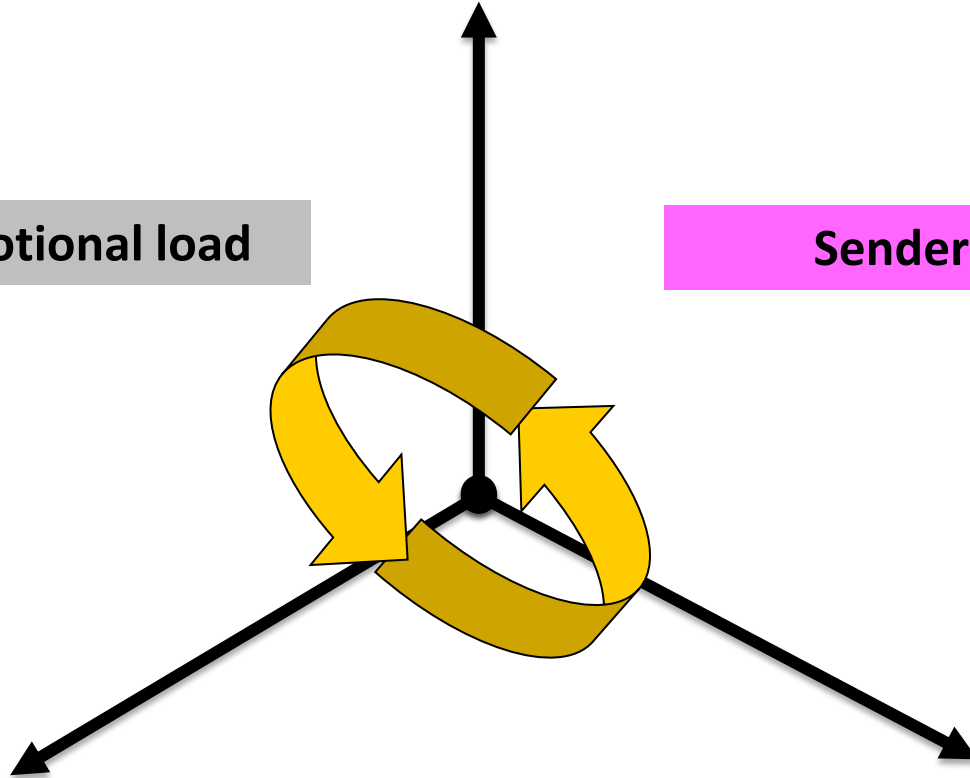


Relational meeting

Emotional load

Sender

Receiver



SMZQ-USCFZOC

Recommendations

Education



Training

Plain speaking




Confrontation



This study does ...



A photograph of Spanish football players celebrating on a green field. In the foreground, a player in a red jersey with the number 9 is being embraced by another player. In the background, another player in a red jersey is visible, and a crowd of spectators can be seen in the stands.

Thank you, very
much

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