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

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BACKGROUND

- Relational problems
- Correct communication

INTRODUCCIÓN
Skilled sender-receiver

- Content
- Feeling
- Demand
- Relationship
- Problems

Active Listening
- Empathy
- Authenticity
- Acceptance
- Nonverbal communication
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
- Non clarified message
- Non clarified feelings
- Non clarified demand
- Relationship

Communication and awareness

Communication and receiver
- Active listening: feedback
- Empathy
- Authenticity
“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

“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

"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)
Emotional load

Sender

Receiver
Recommendations

Education

Training
Plain speaking

Confrontation

“I MESSAGES”
This study does ...
Thank you, very much

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