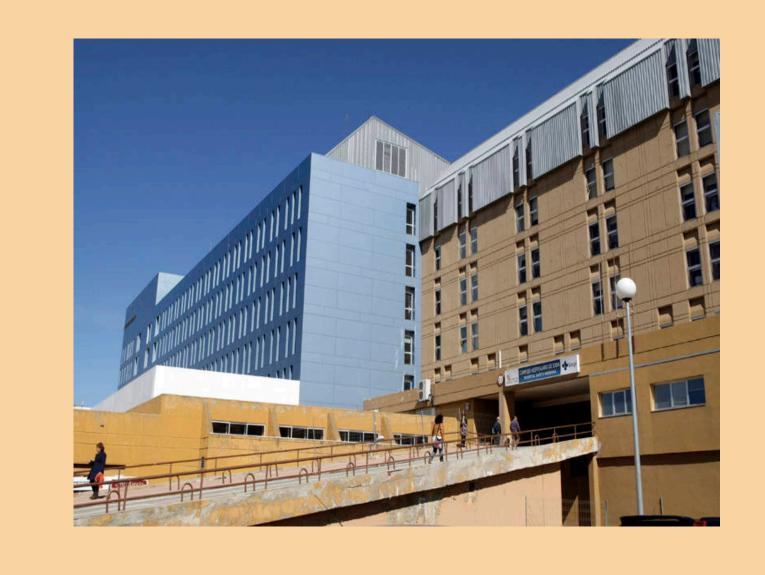


# Interprofesional relations and communication skills: Qualitative research.



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# BACKGROUND

S i n c e n u r s e s' relationships with other health professionals are mainly communicative, the need to develop effective communication skills in this relationship becomes more evident.

### AIM

To explore the experience of nurses' communications with other health team members and communication skills developed in their working relationships

# METHODS

- . Qualitative descriptive study based on a naturalistic inquiry Approach.
- . Purposive sampling, 21 nurses in hospital in centre of Spain.
- . Unstructured interviews.
- . A coding deductive process using a pre-existing coding system described by Miller & Crabtree

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## RESULTS

### 1. Communication and sender:

"If a colleague told him or asked him for something, he always yelled back. He did not know how to say things quietly, in a normal way. And if someone shouted at him, he shouted back even louder." (E 10)

# 2. Communication and awareness of who has the problem:

"It seems that problems are always others' fault: the director's, the supervisor's or the doctors'. And what we say is being projected on the other, or on the next...". (E17)

### 3. Communication and recipient:

"Right now, I think we DO NOT listen, we hear the other talking but we do not listen..." (E09)

### 4. Non-verbal communication:

"Sometimes you arrive at your unit and greet good morning, and there are times when even saying good morning is taken the wrong way." (E04)



# IMPLICATIONS

- . There is a need to establish specific training activities to provide nurses with abilities such a empathy, a uthenticity and unconditional acceptance.
- . There is a need to train health professionals in the use of assertive communication.

# CONCLUSION

The results of this study highlight the need to broaden nurses' relational communication skills in order to increase job satisfaction.

#### REFERENCES

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