

The Effects of Emotional Intelligence (EI) Training on Nursing Conflict

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Introduction:

- **As a caregiver**, everyday we are being exposed to diverse kinds of people with various culture and belief system from patients, managers, co-workers or at times even ourselves.
- Hospitals are very stressful place for health care providers.
- One reason that health care is in crisis is *preventable* workplace conflict. The avoidable costs resulting from conflict between people who should . . . and *could* . . . work together cooperatively drive up the cost of care.

Types of Conflicts in Nursing

- **Organizational Conflict**
- **Interpersonal Conflict**
- **Intrapersonal Conflict**
- **Intersender Conflict**
- Conflicts are common in all workplaces, including nursing departments in medical facilities. The conflicts can be stressful and escalate, so it's important for nurses and their supervisors to learn how to manage them.

Introduction:

Conflict is an inevitable factor in our daily personal and professional lives.

- As nurses it is equally vital to understand conflict in order to improve our working relationships with colleagues and managers and in turn making our working lives more pleasant and productive.

Introduction:

- “Conflict is neither good, nor bad, it just is,” (Marshall, 2006). It can occur at anytime and in any place, originating between two individuals or groups when there is a disagreement or difference in their values, attitudes, needs, or expectations (Conerly, 2004), miscommunication or lack of information (Marshall, 2006). Over time individuals learn how to respond to conflict, making it an unconscious process.
- Dealing with conflict properly requires the individual to develop **conflict resolution skills**. This is a conscious effort to control the individuals’ behavior of poor communication (Conerly, 2004).

Introduction:

- One of the most important skills that help to resolved conflict is the emotional intelligence techniques.

Research aim:

- The aim of this study was to determine, **The Effects of Emotional Intelligence (EI) Training on Nursing Conflict** in Razi hospital of Tehran, Iran.

Method

- It was a semi-experimental study that conducted on 60 nurses who worked in Razi hospital in Tehran, Iran. It was two groups (intervention & control) designed as a pre _ post test study.
- **Sampling:** After purposive selection of the samples by inclusion criteria such as: At least one year work background, interest to participation in research, both gender and etc.
- They were randomly allocated in two groups, control group (n= 29), and intervention group (n=27). 4 persons didn't continued participation to the study.

Method Con.

- After sampling, total nurses were assessed for conflict by Dubrinq's questionnaire and Emotional Quotient by Bar_on's questionnaire in two groups.(Before intervention)
- **The *EQ-i (BarOn Emotional Quotient Inventory)*** is a self-report measure of emotionally and socially intelligent behavior that provides an estimate of emotional-social intelligence.



Validity and Reliability

- Content validity of questionnaires were confirmed by 14 experts for target nurses.
- Internal consistency of the questionnaires were counted after pilot study by Alph chronbach coefficient (Dubring's questionnaire 0.80 and Emotional Quotient by Bar_on's questionnaire 0.95)

- **Intervention:**
- EQ education was carried out for intervention group by one daily workshop (about 6 hours) around EQ definitions and techniques and after that education were followed for 6 weeks (each week participants received 2 educational pamphlet about EQ. skills)



Method Con.

- Control group didn't get any training. After 6 weeks all subjects (in 2 groups) completed Conflict and EQ questionnaires as a post test study.

Results

The SPSS Version 16 were used for data analysis.

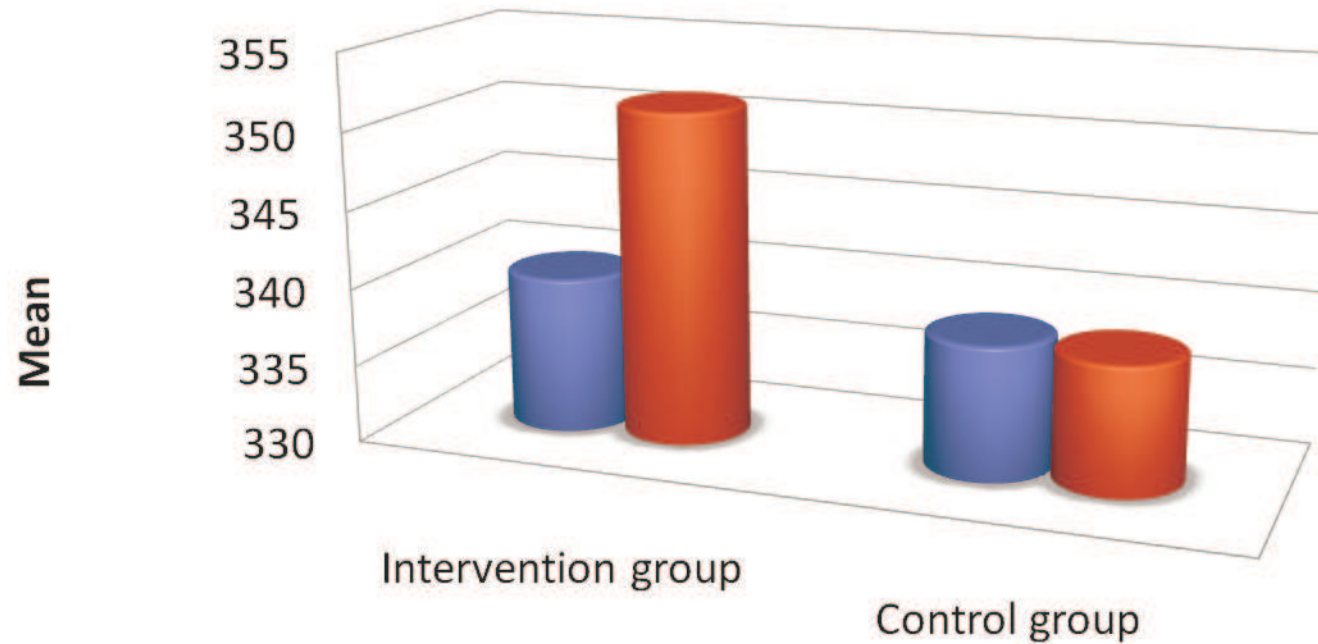
Table (1): Demographic Findings

<i>Characteristic</i>		<i>Control</i> <i>29 persons</i>		<i>Intervention</i> <i>27 persons</i>	
		<i>Total</i>	<i>Percent</i>	<i>Total</i>	<i>Percent</i>
Gender	Male	16	55.2%	10	37%
	Female	13	44.8%	17	63%
Couple status	Couple	29	100%	23	85.2%
	Single	0	0%	4	14.8%
Age	25-35	6	20.6%	8	29.6%
	36- 55	23	79.4%	19	70.4%
Second Job	Yes	10	34.5%	7	25.9%
	No	19	65.5%	20	74.1%
Job Background	Lower 10 years	9	31%	8	29.6%
	Upper 10 years	20	69%	19	70.4%

The comparison Mean of Emotional intelligence subscales in Intervention group, Before and after intervention

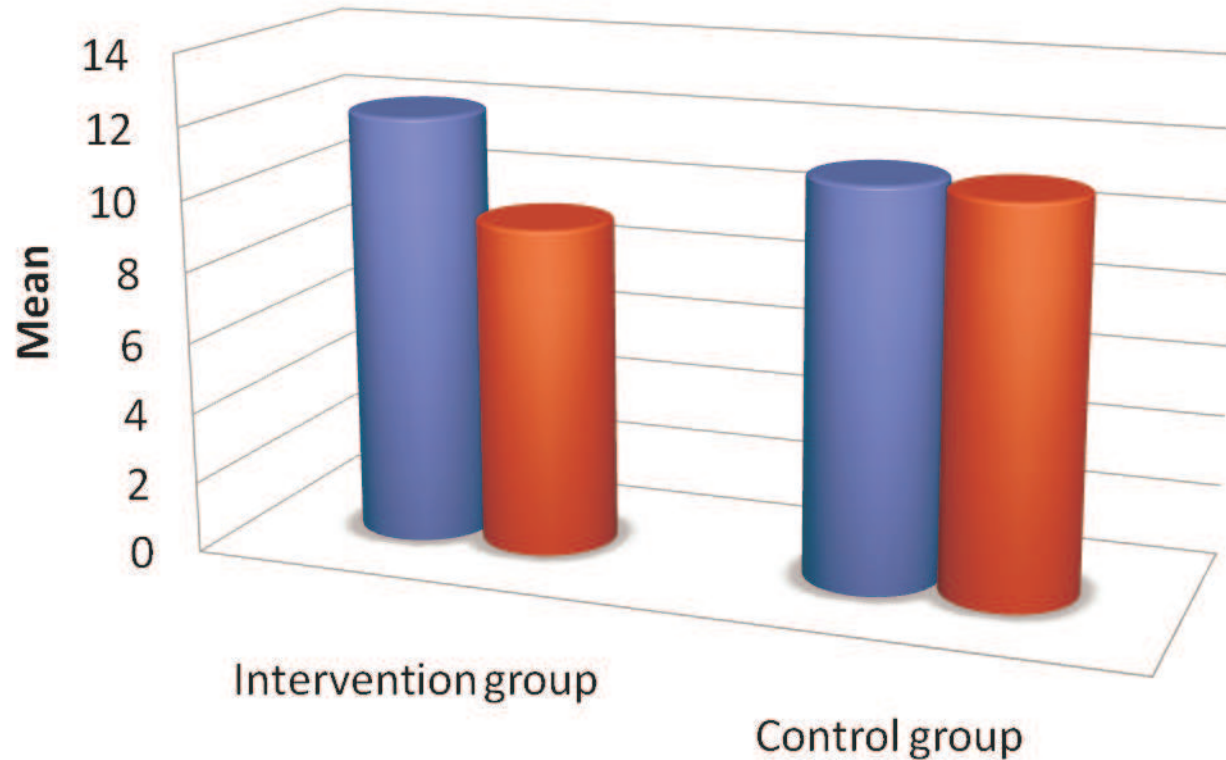
subscales of Emotional intelligence	subscales	Before Intervention	After Intervention	P value
		Mean± SD	Mean± SD	
intrapersonal Relations	Emotional Self-Awareness	114.74	118.37	0.155
		±	±	
	Assertiveness	13.53	13.77	
	Self-Regard			
	Self-Actualization			
	Independence			
Interpersonal Relations	Empathy	71.26	72.67	0.212
		±	±	
	Interpersonal Relationship	6.19	5.77	
	Social Responsibility			
Coping	Problem Solving	114.74	114.74	0.092
		±	±	
	Reality Testing	13.53	13.53	
	Flexibility			
Stress Control	Stress Tolerance	40.30	45.93	0.062
		±	±	
	Impulse Control	7.68	5.53	
Mood	Optimism	46.04	49.19	0.014
		±	±	
	Happiness	1.20	5.20	

Graph (1): The Comparison Mean of the Emotional Quotient, before & after intervention in Intervention and Control groups



	Intervention group	Control group
BEFORE Intervention	340.09	338.55
AFTER Intervention	351.39	338.24

Graph (1): Comparison Mean of the Nursing Conflict, before and after intervention in two groups (Intervention & Control)



	Intervention group	Control group
Before Intervention	12.09	11.14
After Intervention	9.26	11

The comparison of Conflict intensity in Intervention Group (27 Persons)

Before and After Intervention

Intervention Group		Type of conflict <u>after</u> Intervention			Total
		Mild	Moderate	Severe	
Level of conflict <u>before</u> Intervention	Moderate	3(16.7)	15(83.3)	0(0)	(100) 18
	Severe	0(0)	6(66.7)	3(3/33)	(100) 9
27(100)		3(11.1)	21(77.8)	3(11.1)	Total
value P =0.0001					

- Statistical tests showed that there was no significant difference between the intervention and control groups in terms of demographic characteristics ($p < 0/05$).
- Finding indicated that there were significant differences between before and after EQ score ($p = 0/049$) and conflict score ($p = 0/000$) in intervention group by paired T test. But in control group didn't observe any differences.

Conclusion

- The results showed that after EQ training program in intervention group (Nurses of Razi hospital of Tehran, Iran), there was a significant difference between conflict, before and after study ($p=0/0001$). On the other hand conflict decreased after EQ training in this study.
- Findings were indicated that emotional intelligence training has been highly effected on reduction of conflict in nurses who participate in this study.

Conclusion

- This result suggests to nursing administration for emphasis on EQ training for Nurses who work with them as a one of the priority of on the job training program.

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Thank you

Any question?



**The comparison of Conflict intensity in Intervention Group (27 Persons)
Before and After Intervention**

Total	Type of conflict <u>after</u> Intervention			Intervention Group	
	Severe	Moderate	Mild		
18 (100)	0 (0)	15(3.83)	3(7.16)	Moderate	Type of conflict <u>before</u> Intervention
9 (100)	3(3.33)	6(7.66)	0(0)	Severe	
27(100)	3(1.11)	21(8.77)	3(1.11)	Total	
value P =0.0001					