Inter professional relations and communication skills: Qualitative research

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The process of communication-relationship requires considering the skills and/or attitudes nurses should develop in their communicative relationships with other colleagues, in the role of both sender and recipient. The aim of this qualitative study was to know how is the communicative interaction between hospital nurses, about the characteristics of interpersonal communicative interaction and skills that professionals develop in their working relationships. The data were collected using in depth interviews to twenty-one nurses that worked in different units at a general hospital in the centre of Spain. The data were transcribed verbatim and analyzed using qualitative content analysis. Four main themes emerged: 1- communication and sender, 2- communication and awareness of who has the problem, 3- non-verbal communication and 4- communication and recipient. The interviews revealed that most of the professionals had difficulties in clearly expressing their messages at the level of content, feeling and demand, as well as in developing an assertive communication with colleagues. Also, we found lack of feedback in relationships and seldom were an empathetic attitude shown. We conclude that nurses’ relational meeting with other colleagues is characterized by an important emotional load that generates different feelings, difficulties to use “I messages” and to handle nonverbal communication. The results of this study highlight the need to broaden nurses’ relational communication skills in order to increase job satisfaction.

Biography

Yolanda Raquel Lapeña Moñux has completed her PhD in July 2012 from University of Alicante (Spain) and Post-doctoral studies from Autonomous University of Madrid of Nursing. She worked as an Assistant Professor for three years at University Jaume I and Secretary of the Department of Nursing at University Jaume I – Castellón de la Plana (Spain). She has published some papers in reputed journals and is Reviewer of Enfermería del Trabajo Journal.

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