



## BACKGROUND

Since nurses' 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' communicative interactions 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 as empathy, authenticity 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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