

Effect of Communication Skills Training on Nurses' and Midwives' Practices: A Randomized Controlled Trial

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ABSTRACT

Background: Communication is fundamental to quality nursing and midwifery health care practices. It is one of essential ways for improving quality of care, optimizes patients outcomes, and reduces complaints of the medical team. Therefore, nurses and midwives need to be trained to communicate efficiently and effectively.

Objectives: To investigate the effect of communication skills training on nurses' and midwives' practices.

Methods: A randomized controlled trial design was conducted from 10th June 2023 to 18th February 2024. A simple random sampling was used to select 132 midwives and nurses at Gynecology and Obstetric Teaching Hospital in Karbala City of Iraq. Valid and reliable checklist tool was used to evaluate communication skills practices for both intervention and control groups, while the questionnaire used to collect demographic data. The participants for the intervention group received a communication skills training course for 10 days, while the control group wasn't received it.

Results: Both intervention and control groups did differ significantly in nurses' and midwives' practices after the implementation of communication skills training course, while both groups did not differ significantly before the implementation of training course at $p\text{-value} < 0.05$. The analysis of variance showed high statistical differences among means at overall periods of tests for intervention group regarding participants' practices ($p\text{-value} < 0.05$).

Conclusion: Based on the findings of the present study, communication skills training can improve nurses' and midwives' practices effectively. All nurses and midwives in Gynecology and Obstetric Teaching Hospital are recommended for this training course to improve their communication skills practices.

Keywords: Communication Skills, Training, Nurses and Midwives Practices, Randomized Controlled Trial

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