

Exploring Relationship Between Communication Skills and Conflict Management Styles used by Nursing Staff

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ABSTRACT

Background: Conflict management is an essential skill that nursing staff need to acquire and practice, since conflict is inevitable, whether in learning environments or clinical settings that dealing with conflict and to prevent the mistakes, barrier of communication and nursing care. another important aspect to dealing with conflict is communication skills are the important feature for nursing staff to enhance communication between nursing staff, to reduce barrier of communication and conflict.

Methodology: The descriptive study was used to perform this design of study. Data were collected for the period from 6 of November, 2022 until the 26 of February, 2023 the study was carried out through the two teaching hospitals in Babylon city Marjan teaching hospital and Imam al-sadiq teaching hospital to assess the relationship between communication skills and conflict management styles used by nursing staff. probability sampling (systemic Random sample). A sample of study 300 nurses was chosen to obtain the data.

Results : The study results reveal that the collaborating style has the high mean (28.99) will the accommodating style mean is (22.39) when the mean of competing Style is (18.63) the compromising style has the lower mean (16.37). also study results display that most of participants have satisfactory interpersonal communication skills (n = 236; 78.7%), followed by those who have good interpersonal communication skills (n = 22; 7.3%), and those who have poor skills (n = 42; 14%).

Conclusion : The current study most of participants are use the collaborating style and the lower use is compromising style. This style is used to solve the problem and that investing to collaborating of nursing staff, most of participants have satisfactory interpersonal communication skills. And there is significant relationship between communication skills section and type of conflict management style (collaborating, Accommodating, Competing, Avoiding, Compromising).

Key words: Conflict Management Styles, Communication skills and nursing staff.

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