Emotional Intelligence and Conflict Management Styles among Nurse Managers at Assiut University Hospitals

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Abstract:

Nursing is an emotionally charged profession. The competence to manage emotion and interpersonal conflict effectively is essential for nurse managers. The aims of the present study are to determine emotional intelligence and conflict management styles used by nurse managers at Assiut University Hospitals, and examine the relationship between Emotional Intelligence and Conflict Management Styles among nurse managers at Assiut University Hospitals. A descriptive design is utilized in the present study. The present study conducted in all units of Assiut University Hospitals. The present study included all nurses' managers who are working in different departments at the time of the study. Self-administered questionnaire sheet which consist of three parts: 1st part Personal characteristics data as name of the hospital, age, gender, marital status, educational level, and years of experience, 2nd part Emotional Intelligence Questionnaire which consists of seventeen items, and 3rd part Conflict Management Questionnaire which consists of 21 items. Results displayed a highest mean scores of conflict management styles used by nurse managers was smoothing at main Hospital, While, at Women Health Hospital was forcing style compared to confrontational conflict management style at Pediatric Hospital. More than half of nurse managers at Assiut University Hospitals had a mild emotional intelligence level. there is a negative correlation between emotional intelligence and avoiding conflict style (-0.080). The study concluded that forcing and smoothing conflict management styles were the most two used by the nurse managers in handling conflict with their subordinates. Emotional Intelligence level was mild among studied nurse managers. Emotional intelligence was positively associated with forcing and smoothing conflict management styles that used by nurse managers. The study recommended of applying of conflict management training programs to teach people to step back and consider outcomes including EI from the perspective of team objectives,

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