Conflict Resolution Strategies Training Program and its Effect on Assertiveness among Nursing Students

Thesis

Submitted for Partial Fulfillment of the requirements
for the Doctorate in Nursing Sciences Degree
(Nursing Administration)

By

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2017

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2017

سورة البقرة الآية: ٣٢

Praise be to **Allah,** *the most Merciful, the most Compassionate for all the countless gifts I have been offered. One of them is accomplishing this research work. Acknowledgment*

I'm really so grateful to **Dr. Samah Faisal Fakhry,** *Assistant Professor of Nursing Administration, Faculty of Nursing, Ain Shams University for her continuous support, guidance, and supervision throughout this work. I am indebted to her valuable consultation and direction.*

I would specially like to thank **Dr. Nema Fathy Saad,** *Lecturer of Nursing Administration, Faculty of Nursing, Ain Shams University for her gave me the needed support, professional encouragement, generous advice and supervision during the conduction of this work.*

It is a great pleasure to thank nursing students for their cooperation and help to complete this work.

In addition, I wish to express my deepest graduate to all those who helped me in fulfilling my responsibilities toward this thesis.

Rehab Azab

Dedication

To

My Husband, my Children and my Family, for their love, support, continuous stimulation, encouragement, and unlimited help from the start to the end of my present and coming work.

"Allah bless them all".

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Conflict Resolution Strategies Training Program and its Effect on Assertiveness among Nursing Students

Abstract

Background nursing students are increasingly challenged to manage conflict, improve communication, and influence assertive behavior. **The aim** of the present study was conducted to assess the effect of the training program about conflict resolution strategies on nursing students' assertiveness. **A quasi-experimental design** was used to conduct the present study, at the Technical Institute of Nursing, Zagazig University. **The sample** included 151 students in the two grades academic year. Three tools were used for data collection: the conflict knowledge questionnaire, Rahim conflict strategies inventory II, and students' assertiveness questionnaire. **Results** revealed that the highest percentage of the nursing students had unsatisfactory knowledge and perception of conflict, and assertiveness level before program. After program implementation there are improving in the satisfactory level of constructive conflict resolution strategies and assertiveness. **In conclusion** the implementation of an educational intervention is effective in improving these nursing students' knowledge and perception of conflict and their assertiveness, with positive influences on constructive conflict management strategies, and hindering impact on the negative ones. Therefore, it is **recommended** to develop training program in the curricula of the Technical Nursing Institutes in order to improve students' psychomotor skills. Summer courses and co-curriculum activities need to be developed to help nursing students improve their conflict resolution strategies and assertiveness.

Keywords: Assertiveness, Conflict, and Conflict Resolution Strategies.

Introduction

University students face challenges and pressures that are more different from those faced in high school. They have increased responsibilities for all parties of their lives, including managing conflict and being assertive when necessary. In order for nursing students to become more influential in the improvement to health care delivery system, they have to be more competent in the provision of quality patient care, more comfortable in their communication within society and more effective in using their professional knowledge, skills and attitude. It's necessary for them to be competent in managing conflict ***(Certo, 2014).***

Nursing students are increasingly challenged to manage conflict, control of communication skills, dealing with misunderstandings, and reduce aggressive behavior. Nursing students who seek to bridge and negotiate conflicting interests promote a healthy organization ***(Iacono, 2014).***

When two or more people view issues or situations from different perspectives, these relationships can be compromised by conflict. Conflict that is managed effectively by nursing students can lead to personal and

organizational growth and academic achievement. If conflict is not managed effectively, it can hinder a nurse's ability to provide quality client care and escalate and violence and abuse ***(Adeayo, 2012).***

Conflict can be defined as an expressed struggle between at least to interdependent parties who perceive that incompatible goals, scarce resources, and interference from others are preventing them from achieving their goals. Conflict is a clash that occurs when a real or perceived threat or difference exists in desires, thoughts, attitudes, and feelings, of behaviors of two or more parties ***(Kantek, 2011).*** Moreover, conflict can be functional or dysfunctional; this difference depending on how each person perceives it and resolves it. Additionally conflict can be damage individual and group morale ***(Mura et al., 2010).***

The causes of conflict are many and varied. The general sources of conflict are stress, poor communication, different personal of values, roles, and personalities, coping with rapid technological change, and competition for scares resources ***(Huber, 2011)*** among the causes of conflict are unclear expectation, lack of trust, lack of support, disagreement based on differences of temperaments or attitudes, individuals or groups conflict of interest, and

interpersonal failure; power or resources are dominance. The number of conflicts increases with number of unresolved differences ***(Swansburg and Swansburg, 2012).***

The better educators and students understand the nature of conflict, the better able they are to manage conflict constructively. Conflict management is seen as " a philosophy and a set of skills that assist individuals and groups in better understanding and dealing with conflict as it arises in all aspects of their lives" conflict as a concept never remain positive or negative but it has always been seen as a basic and result oriented part of school life ***(Moran, 2015).***

Conflict management styles are essential of order to utilize them for handling conflict in the schools. Prominent conflict handling styles include competing, avoiding, collaborating, compromising and accommodating. The five styles represent different combination of assertiveness and cooperativeness, and have two dimensions: concern for self and concern for others ***(Thomas and Killman, 2002).***

Students should be more successful, productive and sought after in society. In addition, nursing is seen as a worthwhile job, providing the opportunity to serve people

as well as helping others, doing something useful and providing human contact and communication. In addition, students who have poor self-confidence and poor interpersonal skills without a doubt exhibit negative professional attitudes and behaviors when they graduate ***(Burrely-Allan, 2009).***

In fact assertiveness means that students should express their positive and negative feelings while respecting others' rights. It is known to exert an important positive impact on the quality of nursing ***(Clark, 2010).*** In addition, assertive in the academic environment is a concern from multiple perspectives; assertive lead to organizational efficiency, decrease stress and absenteeism, increase quality and outcome, and increase learning satisfaction ***(Marquis and Huston, 2012).***