



بسم الله الرحمن الرحيم

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Emotional Intelligence Training Program and its Effect on Nursing Students Problem Solving Skills

Thesis

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

By

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M.Sc. Nursing

**Faculty of Nursing
Ain-Shams University
2021**

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List of Abbreviations

Abb.	Full term
5W&1H	What, Where, Why, When, Who and How
EI	Emotional Intelligence
FU	Follow- Up
PDCA	Plan, Do, Check and Act
PS	Problem Solving
SWOT	Strength, Weakness, Opportunities and Threats

Abstract

Background: Emotional intelligence is comprised of individual, emotional and social abilities. It includes the competency of an individual to manage their relationships with others, regulates emotions and efficiently solved their problem. **Aim:** This study aims to assess the effect of emotional intelligence training program on nursing student's problem solving skills. **Design:** A pretest- posttest one-group quasi-experimental design used in this study. **Setting:** This study conducted at the Technical Nursing Institute at El-Fayoum University. **Subjects:** Included all the available nursing students at second year and they were 200 nursing students. **Tools of data collection:** Data collected by using two tools emotional intelligence questionnaire and problem solving skills questionnaire. **Results:** 48.5% of nursing students had high emotional intelligence before the intervention. This increased to 86.5% at post intervention phase and the improvement continued through the follow up phase reaching to 89.5%. Half of nursing students in the study sample were-having high problem solving skills before the intervention. This rose to 87.5% at post intervention phase and reached 90.5% at follow-up phase. **Conclusion:** There were highly statistically significant correlations between emotional intelligence and problem solving skills. **Recommendations:** The Technical Nursing Institute should adopt the emotional intelligence, educational approach in all its different grades and enhance nursing problem solving skills through providing them with supportive and positive training environment.

Key Words: Emotional Intelligence, Nursing Students, Problem Solving Skills.

Introduction

Emotional intelligence (EI) is defined as a set of emotional and social competencies and knowledge regarding other mental skills. This concept was introduced by **John Mayer**, emphasizing on the ability of individuals to control their feelings and those of the others, accept the views of others and control social relations and feedback. Emotional intelligence is the capability of individuals to explain and interpret their emotional status. In fact, emotional intelligence is a form of competence, which determines the process through which skills could be utilized optimally (*Ghanbari et al., 2020*).

Goleman states that EI consists of four fundamental capabilities: “self-awareness, self-management, social awareness and social skills”. Self-awareness understands one’s own personal preferences, strengths and limitations. Self-management is the ability of one person to manage personal internal states and intuitions to assist in pursuing goals. On the other hand, social awareness is the ability of person to sense and understand what the other people are going through including their feelings and concerns. Social skill is the ability to encourage appropriate responses in other people (*Maniago, 2020*).

Emotional intelligence can assist student nurses in managing their own and their patients' emotions, showing genuine emotional responses, being empathetic and communicate emotions without introducing conflict. It also helps in dealing with the instinctive feelings, such as anger and dissatisfaction. When patients are cared for by a nurse who demonstrates emotional intelligence skills, they feel that the nurse is actually concerned about their welfare and health, which is the essence of nursing and caring ***(Mohamed, 2021).***

Emotional intelligence is the ability to understand feelings and emotions, put them in a way that make emotion and intelligent mature and healthy. Emotional intelligence is comprised of individual, emotional, and social abilities. It includes the competency of an individual to manage their relationships with others, regulates their emotions and efficiently solved their problems ***(Saleh, 2020).***

Nursing students face unique problems, which are specific to the clinical and therapeutic environment, causing a lot of stress during clinical education. This stress can affect their problem- solving skills. They need to promote their problem solving to meet the complex needs of the current health care settings and should be able to

respond to changing circumstances and apply knowledge and skills in different clinical situations. Institutions should provide this important opportunity for them (*Ahmady, 2020*).

A problem is defined as, the difference between the actual situations and desired situation. In other words, a problem is the gap between where one is and where one wants to be. A problem occurs when there is deviation from standards or routines, which cause conflict and become a barrier to the achievement of organizational goals (*Rahman, 2019*).

Problem solving is defined as a cognitive and behavioral process that involves creating effective options, selecting and applying the most appropriate one to cope with a particular situation (*Evans, 2020*). Problem-solving skills means acquiring knowledge to reach to a solution and a person's ability to use this knowledge to find a solution requires critical thinking. The promotion of these skills is considered a necessary condition for nursing students' performance in the nursing profession (*Ahmady, 2020*).

Problem-solving skills are essential in nursing education at undergraduates and graduated nursing schools are faced with the critical challenge of preparing students to