

Clinical Trial Protocol

Iranian Registry of Clinical Trials

10 Jun 2026

Evaluating the Effect of E-Training about Self-management of Communication Skills on Job Stress and Level of Violence in Emergency Staffs

Protocol summary

Study aim

Determining the effectiveness of virtual self-management communication skills training on job stress and violence at emergency staff of hospitals affiliated to Shahid Beheshti University of Medical Sciences and Health Services

Design

this single blind clinical trial study with a control group will be performed on 60 emergency staff. 30 people from the medical ward and 30 people from the non-medical ward were randomly selected. Using block random method using Random allocation software individuals were divided into two groups of intervention and control.

Settings and conduct

First, the study groups completed hospital job stress and workplace violence. The intervention group received virtual self-management communication skills training and the control group did not receive training. For blinding, Both group were selected from different hospitals and will complete the study questionnaires immediately after the educational intervention and two months later. Finally, the collected data will be analyzed.

Participants/Inclusion and exclusion criteria

Inclusion criteria: Have a diploma or Nursing Assistant diploma or higher, Staff with at least one year of experience and 20 hours of work per week in the emergency department, Lack of participation in similar courses, no education related to communication management and psychology, lack of experience Painful and stressful in recent months. Exclusion criteria: leaving the job or transfer and absence in more than one day of training sessions

Intervention groups

The intervention group will be the emergency staff of Imam Hossein Hospital and will receive self-management training in communication skills. The control group will be the emergency staff of Loghman hospitals and the

martyrs of Tajrish who do not receive training.

Main outcome variables

Workplace violence in the health sector, hospital job stress

General information

Reason for update

Acronym

ندارد

IRCT registration information

IRCT registration number: **IRCT20210623051687N1**

Registration date: **2022-01-26, 1400/11/06**

Registration timing: **retrospective**

Last update: **2022-01-26, 1400/11/06**

Update count: **0**

Registration date

2022-01-26, 1400/11/06

Registrant information

Name

Sara Dastoor

Name of organization / entity

Country

Iran (Islamic Republic of)

Phone

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saradastoor93@sbmu.ac.ir

Recruitment status

Recruitment complete

Funding source

Expected recruitment start date

2021-06-22, 1400/04/01

Expected recruitment end date

2021-07-22, 1400/04/31

Actual recruitment start date

2021-07-23, 1400/05/01

Actual recruitment end date

2021-09-03, 1400/06/12

Trial completion date

2021-10-04, 1400/07/12

Scientific title

Evaluating the Effect of E-Training about Self-management of Communication Skills on Gob Stress and Level of Violence in Emergency Staffs

Public title

Evaluating the Effect of E-Training about Self-management of Communication Skills on Gob Stress and Level of Violence

Purpose

Education/Guidance

Inclusion/Exclusion criteria**Inclusion criteria:**

Having a diploma or diploma in nursing or higher Employees with at least one year of experience in the emergency department Employees with at least 20 hours of work per week Not attending similar courses No education related to communication management and psychology Lack of experience Painful and stressful in recent months such as lack of divorce, loved ones, family disputes and immigration or severe accident

Exclusion criteria:

Leaving a job or missing more than one session of training sessions Reluctance to participate in research

AgeFrom **20 years** old to **60 years** old**Gender**

Both

Phase

N/A

Groups that have been masked*No information***Sample size**Target sample size: **60**Actual sample size reached: **60****Randomization (investigator's opinion)**

Randomized

Randomization description

In this study, computerized block randomization (block size of 4) will be performed. An independent epidemiologist who is not involved in the study will use a random block program to generate allocation codes. Random sequences will be placed in light-resistant and sealed envelopes. The research assistant will open sealed, numbered and opaque envelopes containing the assignment codes. Eligible participants will then be divided into two groups.

Blinding (investigator's opinion)

Not blinded

Blinding description**Placebo**

Not used

Assignment

Parallel

Other design features

To conduct the research, after matching the two groups, the educational intervention of communication self-management skills through virtual training will be given to the emergency staff of Imam Hossein Hospital. And the control group will be the emergency staff of Loghman Hospital and the martyrs of Tajrish.

Secondary Ids

empty

Ethics committees**1****Ethics committee****Name of ethics committee**

Ethics Committee of Shahid Beheshti University of Medical Sciences

Street address

Valiasr St. - Shahid Beheshti School of Nursing and Midwifery

City

tehran

Province

Tehran

Postal code

1495911954

Approval date

2021-05-18, 1400/02/28

Ethics committee reference number

IR.SBMU.PHARMACY.REC.1400.028

Health conditions studied**1****Description of health condition studied**

Occupational stress

ICD-10 code

R46.6

ICD-10 code description

Undue concern and preoccupation with stressful events

Primary outcomes**1****Description**

Assess the level of job stress of emergency personnel, the higher the score, the higher the stress.

Timepoint

30days

Method of measurement

Complete the questionnaire virtually- The tool of workplace violence in the health sector - the hospital job stress tool

Secondary outcomes

empty

Intervention groups

1

Description

Intervention group: They are emergency personnel of Imam Hossein Hospital. The intervention group will receive communication skills training, violence management, anger management, anger management steps and control, violence management, stress management and emergency counseling skills in the form of virtual training. The training course will be online through WhatsApp, providing instructional videos and questions and answers on time. According to the educational topics, the duration of the training was 6 weeks and one topic per week.

Category

Other

2

Description

Control group: This group was the emergency staff of Loghman and Shohada Tajrish hospitals. That self-management training of communication skills was not implemented on them. After the completion of the research and in order to observe the ethics in the research, the contents of the training sessions for the control group will also be sent through the WhatsApp application.

Category

Other

Recruitment centers

1

Recruitment center

Name of recruitment center

Emergency personnel of Imam Hossein Hospital

Full name of responsible person

Mitra Zandi

Street address

Imam Hossein Square - Imam Hossein Hospital

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Sponsors / Funding sources

1

Sponsor

Name of organization / entity

Shahid Beheshti University of Medical Sciences

Full name of responsible person

Dr. Seyed Ali Ziaei

Street address

Tehran, Ayatollah Hashemi Rafsanjani Highway, Shahid Beheshti School of Nursing and Midwifery, y - Shahid Beheshti School of Nursing and Midwifery

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Web page address

Grant name

Grant code / Reference number

Is the source of funding the same sponsor organization/entity?

Yes

Title of funding source

Shahid Beheshti University of Medical Sciences

Proportion provided by this source

100

Public or private sector

Public

Domestic or foreign origin

Domestic

Category of foreign source of funding

empty

Country of origin

Type of organization providing the funding

Academic

Person responsible for general inquiries

Contact

Name of organization / entity

Shahid Beheshti University of Medical Sciences

Full name of responsible person

Dr. Mitra Zandi

Position

Science Committee

Latest degree

Ph.D.

Other areas of specialty/work

Nursery

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Person responsible for scientific inquiries**Contact****Name of organization / entity**

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Person responsible for updating data**Contact****Name of organization / entity**

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Full name of responsible person

Sara Dastoor

Position

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Latest degree

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Sharing plan**Deidentified Individual Participant Data Set (IPD)**

Undecided - It is not yet known if there will be a plan to make this available

Study Protocol

Undecided - It is not yet known if there will be a plan to make this available

Statistical Analysis Plan

Undecided - It is not yet known if there will be a plan to make this available

Informed Consent Form

Undecided - It is not yet known if there will be a plan to make this available

Clinical Study Report

Undecided - It is not yet known if there will be a plan to make this available

Analytic Code

Undecided - It is not yet known if there will be a plan to make this available

Data Dictionary

Undecided - It is not yet known if there will be a plan to make this available