Clinical Trial Protocol
Iranian Registry of Clinical Trials

31 Oct 2026

Evaluating the Effect of E-Training about Self-management of Communication Skills on Gob 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)

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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
Age
From **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
Occuopational 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
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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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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 updating data

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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