

عنوان مقاله:

The Correlations between Emotional Intelligence, Conflict Management Strategies, and Communication Skills of the Environmental Health Personnel in the Health Centers affiliated to Qazvin University of Medical Sciences in Qazvin, Iran

محل انتشار:

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خلاصه مقاله:

Background: This study aimed to determine the correlations between the emotional intelligence, conflict management strategies, and communication skills of the environmental health personnel of the health centers of Qazvin University of Medical Sciences, Iran. Methods: This cross-sectional study was conducted on 116 environmental health personnel in 2018, who were selected via census sampling. Data were collected using Shring's emotional intelligence scale, Burton's communication skills scale, and the conflict management scale. Data analysis was performed in SPSS version 18 using descriptive statistics, Pearson's correlation-coefficient, t-test, and ANOVA. Results: The emotional intelligence of the personnel had significant, direct correlations with verbal and feedback skills ($P < 0.05$). Verbal skills were prominent in the evaluated environmental health personnel. Emotional intelligence and communication skills were relatively favorable in the personnel. In addition, the results of the Scheffe's test indicated a significant difference between the personnel with bachelor's and master's degrees. Conclusion: In order to improve the emotional intelligence and communication skills of environmental health personnel, it is essential to design proper educational interventions and develop educational packages.

کلمات کلیدی:

Emotional intelligence, Self-concept, Problem-solving, Health personnel

