

**The Effectiveness of Communication Skills Training on Job Stress
in Nurses of Isfahan Hojjatieh Hospital**

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Abstract

Communication skills are of basic survival skills in the current era. Nurses, due to their job demands, should possess the communication skills. The aim of this study was to investigate the effectiveness of communication skills training on job stress in nurses of Isfahan Hojjatieh hospital. From 96 working nurses in 5 wards of this hospital, 36 persons were selected by stratified random sampling method who randomly assigned to two groups (control and experimental). The intervention consisted of a 6-hour communication skills workshop for the experimental group. For measuring job stress in both groups before and after the intervention, the Occupational Stress Questionnaire was used. Data analysis using ANCOVA, revealed that communication skills training reduce job stress.

Keywords: communication skills, job stress.