

# Clinical Trial Protocol

## Iranian Registry of Clinical Trials

22 Jun 2026

### Comparison of assertiveness and problem solving skills training on interpersonal conflicts of nurses in workplace

#### Protocol summary

##### Summary

This study was a 3 armed parallel group, randomized clinical trial to Compare the assertiveness and problem solving skills training on interpersonal conflicts of nurses in workplace. Inclusion criteria included informed consent; at least one experience of conflict with assistance in the month before the study; and the earlier were not to participate in similar workshops. Exclusion criteria were absence in the workshop for at least 2 hours. The study population comprised all of nurses in Imam Reza Hospital in Mashhad. The three floors of the hospital were divided randomized to an intervention group (problem solving training); two interventions group (Assertiveness Skills Training) and control groups. Following 30 of nurses per floors (total 90) who had inclusion criteria was selected in available option. Both interventions are held during the two-day workshop (total of 10 hours) and the control group received no intervention. The conflicts before and forty days after the interventions were examined in each groups. The result showed no significant difference among the three groups before the intervention in conflicts.

#### General information

##### Acronym

##### IRCT registration information

IRCT registration number: **IRCT2015011820698N1**

Registration date: **2015-02-23, 1393/12/04**

Registration timing: **retrospective**

Last update:

Update count: **0**

##### Registration date

2015-02-23, 1393/12/04

##### Registrant information

**Name**

Marzieh Motahari

##### Name of organization / entity

Mashhad University of Medical Sciences

##### Country

Iran (Islamic Republic of)

##### Phone

+98 51 3382 4023

##### Email address

motaharim911@mums.ac.ir

##### Recruitment status

**Recruitment complete**

##### Funding source

Mashhad University of Medical of Sciences

##### Expected recruitment start date

2014-07-23, 1393/05/01

##### Expected recruitment end date

2015-02-14, 1393/11/25

##### Actual recruitment start date

empty

##### Actual recruitment end date

empty

##### Trial completion date

empty

##### Scientific title

Comparison of assertiveness and problem solving skills training on interpersonal conflicts of nurses in workplace

##### Public title

Comparison of assertiveness and problem solving skills training on interpersonal conflicts of nurses

##### Purpose

Other

##### Inclusion/Exclusion criteria

Inclusion criteria: A bachelor's degree or higher in nursing; Teaching problem solving and assertiveness skills have not previously received; in the past 1 months of interpersonal conflict at work with colleagues or supervisors have. Exclusion criteria: For at least 2 hours of training programs is not present; during the research

participates on workshop related assertiveness or problem skills.

### Age

From **25 years** old to **55 years** old

### Gender

Both

### Phase

N/A

### Groups that have been masked

*No information*

### Sample size

Target sample size: **90**

### Randomization (investigator's opinion)

Randomized

### Randomization description

### Blinding (investigator's opinion)

Not blinded

### Blinding description

### Placebo

Not used

### Assignment

Parallel

### Other design features

## Secondary Ids

empty

## Ethics committees

### 1

#### Ethics committee

##### Name of ethics committee

Mashhad University of Medical of Sciences

##### Street address

Mashhad

##### City

Mashhad

##### Postal code

#### Approval date

2014-07-02, 1393/04/11

#### Ethics committee reference number

930014

## Health conditions studied

### 1

#### Description of health condition studied

interpersonal conflicts in workplace

#### ICD-10 code

Z56.6

#### ICD-10 code description

Other physical and mental strain related to work

## Primary outcomes

### 1

#### Description

Nurses interpersonal conflict at work

### Timepoint

Before the intervention, one month after the intervention

### Method of measurement

Interpersonal Conflict at Workplaces Questionnaire

## Secondary outcomes

empty

## Intervention groups

### 1

#### Description

problem solving skills training

#### Category

Behavior

### 2

#### Description

assertiveness skills training

#### Category

Behavior

### 3

#### Description

control : no intervention

#### Category

Behavior

## Recruitment centers

### 1

#### Recruitment center

##### Name of recruitment center

Imam Reza Hospital, Mashhad

##### Full name of responsible person

mojgan Ghiyasi Ajqan

##### Street address

Mashhad, Imam Reza Hospital

##### City

mashhad

## Sponsors / Funding sources

### 1

#### Sponsor

##### Name of organization / entity

University of Medical of Sciences

##### Full name of responsible person

seyyed reza mazlom

##### Street address

Mashhad School of Nursing

##### City

mashhad

#### Grant name

#### Grant code / Reference number

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

Yes

**Title of funding source**

University of Medical of Sciences

**Proportion provided by this source**

100

**Public or private sector**

*empty*

**Domestic or foreign origin**

*empty*

**Category of foreign source of funding**

*empty*

**Country of origin****Type of organization providing the funding**

*empty*

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

Mashhad School of Nursing

**Full name of responsible person**

Marzieh Motahari

**Position**

Nursing Post Graduate Student

**Other areas of specialty/work****Street address**

Mashhad

**City**

Mashhad

**Postal code****Phone**

+98 51333824023

**Fax****Email**

motaharim911@mums.ac.ir

marzie.motahary@gmail.com

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

Mashhad School of Nursing

**Full name of responsible person**

Marzieh Motahari

**Position**

Nursing Post Graduate Student

**Other areas of specialty/work****Street address**

mashhad

**City**

mashhad

**Postal code****Phone**

+98 51333824023

**Fax****Email**

motaharim911@mums.ac.

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

Mashhad School of Nursing

**Full name of responsible person**

Marzieh Motahari

**Position**

Nursing Post Graduate Student

**Other areas of specialty/work****Street address**

Mashhad

**City**

Mashhad

**Postal code**

009851338597313

**Phone**

+98 513824023

**Fax****Email**

motaharim911@mums.ac.irmarzie.motahary@gmail.com

**Web page address****Sharing plan****Deidentified Individual Participant Data Set (IPD)**

*empty*

**Study Protocol**

*empty*

**Statistical Analysis Plan**

*empty*

**Informed Consent Form**

*empty*

**Clinical Study Report**

*empty*

**Analytic Code**

*empty*

**Data Dictionary**

*empty*