

# Clinical Trial Protocol

## Iranian Registry of Clinical Trials

05 Jul 2026

### Effect of empowerment program in communication skills of nursing managers on the organizational ethical climate and citizenship behavior of nurses

#### Protocol summary

##### Study aim

The main purpose of this study will be to determine the effect of nursing managers' communication skills empowerment program on organizational ethical climate and citizenship behavior of nurses in Imam Khomeini Hospital Complex and Shariati Hospital affiliated to Tehran University of Medical Sciences in 2020.

##### Design

The study is a non-randomized clinical trial with pre-test and post-test design. From among the statistical population of managers, all managers interested in participating in the study will be included as a census in the study (Approximate sample size: 60 people). From two hospitals by lottery method, one will be randomly selected as intervention group and the other as control group.

##### Settings and conduct

Before the intervention, pre-test will be conducted in two groups. An average of 16 hours of workshop training on communication skills will be conducted for the intervention group of managers based on the "ADDIE" model. Control group managers receive no intervention.

##### Participants/Inclusion and exclusion criteria

Inclusion criteria of Nursing managers: Having a managerial position (head nurse, supervisor and matron), liking to participate in empowerment class, the announcement of their written readiness to participate regularly in the empowerment program. Exclusion criteria: Lack of management position.

##### Intervention groups

In intervention group, the pre-test will be taken; Based on the pre-test and according to the ADDIE model, we will analyze the educational needs and finalize the educational content. An average of 16 hours of communication skills training will be provided. For the control group, We will explain the objectives of the study but they will not receive any training and will only

complete the Communication Skills Questionnaire.

##### Main outcome variables

Communication Skills, Organizational ethical climate, Organizational Citizenship Behavior

#### General information

##### Reason for update

##### Acronym

##### IRCT registration information

IRCT registration number: **IRCT20200224046606N1**

Registration date: **2020-08-20, 1399/05/30**

Registration timing: **registered\_while\_recruiting**

Last update: **2020-08-20, 1399/05/30**

Update count: **0**

##### Registration date

2020-08-20, 1399/05/30

##### Registrant information

##### Name

Maryam Abbassi

##### Name of organization / entity

##### Country

Iran (Islamic Republic of)

##### Phone

+98 21 6105 4417

##### Email address

m-abbassi@razi.tums.ac.ir

##### Recruitment status

**Recruitment complete**

##### Funding source

##### Expected recruitment start date

2020-04-08, 1399/01/20

##### Expected recruitment end date

2020-09-10, 1399/06/20

##### Actual recruitment start date

empty  
**Actual recruitment end date**  
empty  
**Trial completion date**  
empty

**Scientific title**  
Effect of empowerment program in communication skills of nursing managers on the organizational ethical climate and citizenship behavior of nurses

**Public title**  
Investigating the effect of empowerment program in communication skills of nursing managers

**Purpose**  
Education/Guidance

**Inclusion/Exclusion criteria**

**Inclusion criteria:**

Having a managerial position (head nurse, supervisor and matron) liking to participate in empowerment class  
The announcement of their written readiness to participate regularly in the empowerment program

**Exclusion criteria:**

Lack of consent to participate in the study

**Age**

From **22 years** old to **65 years** old

**Gender**

Both

**Phase**

N/A

**Groups that have been masked**

*No information*

**Sample size**

Target sample size: **60**

**Randomization (investigator's opinion)**

Not 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**

School of Nursing and Midwifery & Rehabilitation-  
Tehran University of Medical Sciences

**Street address**

School of Nursing and Midwifery, East Nosrat Avenue,  
Tohid Square, Tehran

**City**

Tehran  
**Province**  
Tehran  
**Postal code**  
1419733171

**Approval date**

2020-02-19, 1398/11/30

**Ethics committee reference number**

IR.TUMS.FNM.REC.1398.188

**Health conditions studied**

1

**Description of health condition studied**

communication skills

**ICD-10 code**

**ICD-10 code description**

**Primary outcomes**

1

**Description**

Communication skills of nursing managers

**Timepoint**

At the beginning of the study (before the intervention)  
and at the end of the training classes

**Method of measurement**

Barton J. Communication Skills Questionnaire

2

**Description**

Organizational ethical climate of nurses

**Timepoint**

At the beginning of the study (before the intervention)  
and one and three months after the intervention

**Method of measurement**

Olson ethical climate Questionnaire

3

**Description**

Organizational Citizenship Behavior of Nurses

**Timepoint**

At the beginning of the study (before the intervention)  
and one and three months after the intervention

**Method of measurement**

Podsakoff Citizenship Behavior Questionnaire

**Secondary outcomes**

empty

**Intervention groups**

1

**Description**

Intervention group: First, the pre-test will be taken;  
Based on the pre-test and according to the ADDIE adult

education model (this model consists of elements of analysis, design, development, implementation and evaluation), we will analyze the educational needs and finalize the educational content. An average of 16 hours (two eight-hour sessions) of workshop training on communication skills including basic communication skills, communication barriers, verbal skills, non-verbal cognition skills, listening skills, interpersonal communication skills, effective professional communication with employees, communication skills with difficult employees, dispute resolution methods, feedback skills, and methods of improving professional communication and conclusions will be provided.

**Category**

Other

**2****Description**

Control group: We will explain the objectives of the study to them but they will not receive any training and will only complete the Barton J. Communication Skills Questionnaire.

**Category**

Other

**Recruitment centers****1****Recruitment center****Name of recruitment center**

Imam Khomeini Hospital Complex and Shariati Hospital affiliated to Tehran University of Medical Sciences

**Full name of responsible person**

Dr Fatemeh hajibabaei

**Street address**

School of Nursing Midwifery ,Tehran University of Medical Sciences Nosrat st. Tohid sq. Tehran I.IRAN

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**Phone**

+98 21 6105 4417

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f-hajibabaei@sina.tums.ac.ir

**Sponsors / Funding sources****1****Sponsor****Name of organization / entity**

Research center, Tehran University of Medical Sciences

**Full name of responsible person**

Dr. Mohammad Ali Sahraian

**Street address**

Sixth Floor, central university organization, ghods

street, keshavarz bulvar, Tehran

**City**

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**Province**

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**Phone**

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**Email**

mb.abbassi@gmail.com

**Grant name****Grant code / Reference number****Is the source of funding the same sponsor organization/entity?**

No

**Title of funding source**

Research center, Tehran 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**

Tehran University of Medical Sciences, School of Nursing and Midwifery

**Full name of responsible person**

Maryam Abbassi

**Position**

MSc student of nursing management

**Latest degree**

Bachelor

**Other areas of specialty/work**

Nursery

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**Person responsible for scientific inquiries****Contact**

**Name of organization / entity**

School of Nursing & Midwifery, Tehran University of Medical Sciences

**Full name of responsible person**

Dr Fatemeh hajibabae

**Position**

Associate professor

**Latest degree**

Ph.D.

**Other areas of specialty/work**

Nursery

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

Tehran University of Medical Sciences, School of Nursing and Midwifery

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Maryam Abbassi

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

Yes - There is a plan to make this available

**Study Protocol**

Yes - There is a plan to make this available

**Statistical Analysis Plan**

Yes - There is a plan to make this available

**Informed Consent Form**

Yes - There is a plan to make this available

**Clinical Study Report**

Not applicable

**Analytic Code**

Not applicable

**Data Dictionary**

Not applicable

**Title and more details about the data/document**

demographic information Information data from the research program

**When the data will become available and for how long**

After completing the study

**To whom data/document is available**

Nursing managers

**Under which criteria data/document could be used**

Further review of data

**From where data/document is obtainable**

Project executives: Dr Fatemeh hajibabae, Maryam Abbassi f-hajibabae@sina.tums.ac.ir m-abbassi@razi.tums.ac.ir mb.abbassi@gmail.com

**What processes are involved for a request to access data/document**

After posting e-mail and checking on behalf of the operators and their discretion and on the necessity of the job and the need, the data will be provided to the applicant

**Comments**