

Clinical Trial Protocol

Iranian Registry of Clinical Trials

16 Sep 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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Email

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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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

Street address

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

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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

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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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