Clinical Trial Protocol
Iranian Registry of Clinical Trials

09 Nov 2026

The effectiveness of cognitive-behavioral stress management training on employees' psychological well-being, self-efficacy, job stress, and intolerance of uncertainty

Protocol summary

Study aim

This study will be conducted to investigate the effectiveness of stress management training on job stress, psychological well-being, self-efficacy, and intolerance of uncertainty among employees of the Irancell Call Center.

Design

A randomized, controlled, single-blind, parallel-group clinical trial was conducted involving 30 male call center employees. Randomization was performed using a random number table.

Settings and conduct

This study will be conducted as a randomized controlled trial at the Iran cell call center. Participants meeting the inclusion criteria who provide consent will be assigned to either the experimental or control group via a randomization process. A single-blind design will be employed, meaning participants will remain unaware of the study's objective and their group assignment.

Participants/Inclusion and exclusion criteria

Inclusion criteria: Age 30–50 years, score ≥40 on the Job Stress Questionnaire, informed consent, and basic reading and writing ability. Exclusion criteria: Severe psychiatric disorders, receiving psychological or psychiatric treatment during the past six months, previous stress management or life skills training, and history of substance abuse or alcohol dependence.

Intervention groups

Training sessions will be conducted in a group format, with one 90-minute session per week for eight weeks. The stress management content is based on the book A Practical Guide to Cognitive-Behavioral Stress Management (Antony et al., 2007) The sessions include stress concepts, progressive muscle relaxation, diaphragmatic breathing, mental imagery, cognitive restructuring, self-relaxation, modification of maladaptive thoughts, and adaptive coping strategies. The final session includes exercise review and post-test administration.

Main outcome variables

Job stress, psychological well-being, self-efficacy, intolerance of uncertainty.

General information

Reason for update

Acronym

CBT-SM

IRCT registration information

IRCT registration number: **IRCT20260802070489N1**
Registration date: **2026-08-11, 1405/05/20**
Registration timing: **prospective**

Last update: **2026-08-11, 1405/05/20**
Update count: **0**

Registration date

2026-08-11, 1405/05/20

Registrant information

Name

Noori Kaabomeir

Name of organization / entity

Binaloud institution of higher education

Country

Iran (Islamic Republic of)

Phone

+98 51 3423 0560

Email address

n.kaabomeir@binaloud.ac.ir

Recruitment status

Recruitment complete

Funding source

Expected recruitment start date

2026-08-23, 1405/06/01

Expected recruitment end date
2026-09-01, 1405/06/10
Actual recruitment start date
empty
Actual recruitment end date
empty
Trial completion date
empty

Scientific title
The effectiveness of cognitive-behavioral stress management training on employees' psychological well-being, self-efficacy, job stress, and intolerance of uncertainty

Public title
Investigating the effectiveness of cognitive-behavioral stress management training on occupational and individual variables
Purpose
Education/Guidance
Inclusion/Exclusion criteria
Inclusion criteria:
Scoring above 40 on the Girdano Job Stress Questionnaire Aged between 30 and 50 years Basic literacy skills (reading and writing) sufficient for participating in training sessions and completing study instruments Informed consent to participate in research
Exclusion criteria:
Presence of a severe psychiatric disorder based on self-report or clinical referral Receiving any psychiatric or psychological treatment in the past six months Receiving training in life skills and stress management History of drug abuse or alcohol dependence
Age
From **30 years** old to **50 years** old
Gender
Both

Phase
N/A
Groups that have been masked

- Participant

Sample size
Target sample size: **30**
Randomization (investigator's opinion)
Randomized
Randomization description
The randomization process will be carried out using a simple randomization method. A pre-prepared table of random numbers—consisting of a completely random set of numbers with no discernible pattern or order—will be used for this purpose. Participants will be assigned numerical codes based on this table and allocated to one of two groups according to the parity of the number (even or odd); specifically, even numbers will be assigned to the intervention group, and odd numbers to the control group.
Blinding (investigator's opinion)
Single blinded
Blinding description
This study will employ a single-blind design. Consequently, participants will remain unaware of the study's primary objective, the hypotheses under investigation, and their specific group assignments. All participants will receive only general information regarding the study procedures, and the true nature of the experimental manipulation will not be disclosed until data collection is complete.
Placebo
Not used
Assignment
Parallel
Other design features

Secondary Ids

empty

Ethics committees

1

Ethics committee
Name of ethics committee
Research Ethics Committees of Khayyam University
Street address
Khayyam University, Falahi 1, Shahid Motahari Square, Shahid Rafiee Boulevard, Imam Ali Expressway, Mashhad
City
Mashhad
Province
Razavi Khorasan
Postal code
9189747178
Approval date
2025-06-09, 1404/03/19
Ethics committee reference number
IR.KHAYYAM.REC.1404.003

Health conditions studied

1

Description of health condition studied
Job stress
ICD-10 code
Z56.6
ICD-10 code description
Other physical and mental strain related to work

Primary outcomes

1

Description
Psychological well-being
Timepoint
Before the intervention and after the completion of the intervention
Method of measurement
Psychological Well-Being Questionnaire

2

Description
Self-efficacy
Timepoint
Before the intervention and after the completion of the intervention
Method of measurement
Self-Efficacy Scale

3

Description
Intolerance of uncertainty
Timepoint
Before the intervention and after the completion of the intervention
Method of measurement
Intolerance of Uncertainty Scale

Secondary outcomes

empty

Intervention groups

1

Description
Intervention Group: The stress management training protocol consists of eight 90-minute sessions, held weekly over a period of eight weeks. The session content is based on standard stress management protocols, cognitive-behavioral techniques, and relaxation skills training, encompassing progressive muscle relaxation, diaphragmatic breathing, mental imagery, cognitive restructuring, self-relaxation, and coping strategies. Training Session Protocol: Session 1: Introductions, outlining group goals and rules, and instruction on the concept of stress, its consequences, and progressive muscle relaxation. Session 2: Reviewing homework, exploring the link between thoughts and emotions, identifying negative thoughts, and practicing relaxation. Session 3: Instruction on diaphragmatic breathing and mental imagery, and an introduction to cognitive restructuring. Session 4: Practicing relaxation techniques, learning about cognitive distortions, and identifying maladaptive thoughts. Session 5: Self-relaxation training, the difference between rational and irrational self-talk, and thought-replacement exercises. Session 6: Reinforcing self-relaxation, teaching effective coping strategies, and analyzing stress-coping methods. Session 7: Integrating relaxation techniques with adaptive coping strategies and teaching positive self-talk. Session 8: Summarizing the material, reviewing exercises, emphasizing the continued use of skills, and administering the post-test.
Category
Lifestyle

2

Description
Control group: Participants received no educational or therapeutic intervention during the study.
Category
Other

Recruitment centers

1

Recruitment center
Name of recruitment center
Irancell Customer Affairs Company, Mashhad
Full name of responsible person
Rasoul lael Avval
Street address
Before Hashemieh Square, Corner of Pirouzi 37 St., Pirouzi Boulevard
City
Mashhad
Province
Razavi Khorasan
Postal code
9187817431
Phone
+98 51 3880 0031
Email
rasoullael@gmail.com

Sponsors / Funding sources

1

Sponsor
Name of organization / entity
Khayyam University
Full name of responsible person
Mohammad Reza Rajab Zadeh Moghaddam
Street address
Khayyam University, Falahi 1, Shahid Motahari Square, Shahid Rafiee Boulevard, Imam Ali Expressway, Mashhad
City
Mashhad
Province
Razavi Khorasan
Postal code
9189747178
Phone
+98 51 3515 6152
Email
info@khayyam.ac.ir
Grant name
Grant code / Reference number
Is the source of funding the same sponsor organization/entity?
Yes
Title of funding source
Khayyam University
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
Khayyam University
Full name of responsible person
Mohadeseh Nezhadbagheripoor
Position
Master of General Psychology, Department of Psychology, Khayyam University
Latest degree
Master
Other areas of specialty/work
Psychology
Street address
Khayyam University, Falahi 1, Shahid Motahari Square, Shahid Rafiee Boulevard, Imam Ali Expressway, Mashhad
City
Mashhad
Province
Razavi Khorasan
Postal code
9189747178
Phone
00985135156
Email
info@khayyam.ac.ir

Person responsible for scientific inquiries

Contact
Name of organization / entity
Binaloud Institute of Higher Education
Full name of responsible person
Noori Kaabomeir
Position
Assistant Professor
Latest degree
Ph.D.
Other areas of specialty/work
Psychology
Street address
Moallem 4 St., Torghabeh Blvd
City
Mashhad
Province
Razavi Khorasan
Postal code
9351991949
Phone
+98 51 3423 0563
Email
n.kaabomeir@binaloud.ac.ir

Person responsible for updating data

Contact
Name of organization / entity
Khayyam University
Full name of responsible person
Mohadeseh Nezhadbagheripoor
Position
Master of General Psychology, Department of Psychology, Khayyam University
Latest degree
Master
Other areas of specialty/work
Psychology
Street address
Khayyam University, Falahi 1, Shahid Motahari Square, Shahid Rafiee Boulevard, Imam Ali Expressway, Mashhad
City
Mashhad
Province
Razavi Khorasan
Postal code
9189747178
Phone
00985135156
Email
info@khayyam.ac.ir

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
No - There is not a plan to make this available
Informed Consent Form
No - There is not a plan to make this available
Clinical Study Report
No - There is not a plan to make this available
Analytic Code
No - There is not a plan to make this available
Data Dictionary
No - There is not a plan to make this available
Title and more details about the data/document
Some potentially relevant data related to the primary outcome can be shared after de-identification of individuals.
When the data will become available and for how long
The access period will begin 6 months after publication of the results
To whom data/document is available
Data will only be accessible to researchers affiliated with academic and scientific institutions
Under which criteria data/document could be used
Any further analysis of the delivered data is not permitted
From where data/document is obtainable

n.kaabomeir@binaloud.ac.ir

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

After the applicant sends an email to the corresponding author and the request is reviewed, the data file will be made available

Comments