

Annotation

The aim of this bachelor work is to have a look at the problems of communication with patients who have aggressive behavior. The knowledge is gained on the base of theoretical study completed by investigations on specific group of medical personals with help of questionnaires. On the ground results of this investigation I refer to absence in communication between medical staff and patients. The impression is put on the individual nurses who can contribute to prevention and to solving this fact. The center of gravity of this work makes quantitative research completed by elements of qualitative research on selected departments directed on various types of aggression and ways of communication with aggressive patients as well as on the possibilities of prevention and on the all understanding of problems by individual medicals.