

Abstract

The aim of this bachelor thesis was to find out the most frequent causes of conflicts in ambulant components. It was further investigated if there is any influence or whether the appearance and behavior of a nurse has any impact on a problem behavior of a patient. The last goal was to determine how to prevent these conflicts in the area of ambulant components. The theoretical part is focused on definition of the concept of communication and its characteristics. I have focused on the types of communication and emphasize its importance in the profession of a nurse. It is followed by personal characteristics of a nurse. Assertive behavior, which can help to improve the communication between a nurse and a patient, is also mentioned.

The empirical part describes a quantitative method of the data collection by questionnaires. The administration of questionnaires, their return and mathematical processing of the data are also described.

All is followed by the results and their interpretation. At the end of the thesis there is an evaluation of the formulated hypotheses that have emerged from the objectives of the thesis.