Title: Caregivers and nurses emotional labour regulation strategies to improve healthcare.



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The way the caregiver regulates his/her emotions during the encounters with the person being cared affects on the quality of the care offered and the comfort of the primary care provider. It has been identified two useful regulating strategies, simulating the required emotion (surface acting) and feeling the expressed emotion (deep acting), although its consequences differ. Selecting them depends on the organizational, situational and personal factors. The emotional intelligence of the caregiver could intercede in the selection of the regulating strategies of the patient's emotion.

The presented study has been led to explore the type of strategies that are usually used by formal and informal caregivers when they provide care, taking into account their connection with an emotional intelligence component: the cognitive ability for the management of emotions. During 2014, 258 nurses and 45 informal caregivers took part in the observational study ex post facto. All of them with more than a year experience as caregivers, being active at the time of the study. Both groups answered to a provided questionnaire. The results show that these caregivers also perform an emotional labor, presenting a similar profile to the one displayed by nurses. In both cases there is a positive link between the surface acting and the deep acting with the regulation strategies. A bigger ability to handle the emotions favours the use of strategies focused on the precedents (deep action) and reduces the use of strategies centered on responses (surface acting).

(Up to 250 words only)

Biography

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(Up to 100 words)