## References

- 1. Abd El-Aziz, L.T., (2004): Conflict Among Staff Nurses Working At Benha University And Teaching Hospital and its relationship to their job satisfaction, M. Sc. Thesis ,faculty of Nursing, Benha University.
- **2.** Abed, F. A. (1997): Assessment of role conflict and role ambiguity among baccalaureate nurses in selected University and Private hospital in Cairo. M. Sc. Thesis, faculty of Nursing, Cairo University.
- **3.** Adler R.B. & Towne N. (1990) Looking Out Looking In, Interpersonal Communication. Holt, Rinehart & Winston, Forth Worth.
- **4.** Akbalık, F.G (2001): Validity and reliability study of the Conflict Resolution Skills Scale, The Journal of Turkish Psychologists Association <u>2 (15)</u>, pp. 1–15
- **5.** Almost , J. (2006): Conflict within nursing work environments: concept analysis, Journal of Advanced Nursing <u>53(4)</u>, <u>444–453</u>.
- **6.** American Association of Critical-Care Nurses (AACN). (2005). tandards for establishing and sustaining healthy work environments: A journey to excellence. from <a href="http://www.aacn.org/hwe.">http://www.aacn.org/hwe.</a>
- **7.** Anderson, M. A., (1997): Nursing leadership, management, and professional practice for the LPN/ LVN, 1<sup>st</sup> ed., F.A. Davis Company, Philadelphia, PP 190-203.
- **8.** Bakker A.B., Killmer C.H., Siegriest J. & Schaufeli W.B. (2000) Effort±reward imbalance and burnout among nurses. Journal of Advanced Nursing ,31, 884-891.
- **9.** Ball J., Pike G., Cuff C., Mellor-Clark J. & Connell J. (2002) RCN Working Well Survey. RCN Online, http://www.rcn.org.uk/publications/pdf/working\_well\_survey\_inside1/pdf
- **10.** Barnes-Slater, C., and Ford, J. (2005). Measuring conflict: both the hidden costs and the benefits of conflict management interventions. www.lawmemo.com/articles/measuring.htm.
- **11.** Bartlett D. (1998) Stress, Perspectives and Processes. Health psychology Series, OUP, Buckingham, pp. 1–21.

- **12.** Bartol, G. M., Parrish, R. S. (2001): Effective conflict management begins with knowing your style, Journal for nurses in staff development, <u>17 (1)</u>: <u>34-40.</u>
- **13.** Barton, A. (1991): Conflict resolution by nurse managers. Nursing Management ,22 (5), 83–86.
- **14.** Beeston, H. and Jesson, A. (1999) Caring for staffing setting quality standards. Nursing Standard, 3(36), 34-45.
- **15.** Bell, A., (2002): Six ways to resolve workplace conflicts. McLaren School of Business, University of San Francisco. Available on <a href="http://www.usfca.edu/fac-staff/bell/article15.htm">http://www.usfca.edu/fac-staff/bell/article15.htm</a>
- **16.** Berenhad, L. A., and Walsh, M., (1995): Leadership the key to the professionalization of nursing, 3rd ed., Mosby-year Book, Inc., Chicago. PP 183-191.
- **17.** Bjorek, J., & Cohen, L. (1993). Coping with threats, losses and challenges. Journal of Social and Clinical Psychology, <u>12(1)56-72</u>.
- **18.** Black, J. M., Hawks, J. H., & Keene, A. M. (2001): Medical-surgical nursing: Clinical management for positive outcomes. Philadelphia: W.B. Saunders Company.
- **19.** Boey , K.(1998): Coping and family relationships in stress resistance: a study of job satisfaction of nurses in Singapore. Int. J. Nurs. Stud. <u>35:</u> 353–361
- **20. B**ooth, R. Z. (2000): In El shaimy H.M., Megid M.A. and Mohammed (2002). Nursing conflict scale development of an instrument Sc. J. Az. Med. Fac.23 (2): 679-693
- **21.** Boswell C. (1992): Work stress and job satisfaction for the community health nurse. J. Community Health Nurs. 9: 221–227.
- **22.** Boumans N.P.G. & Landeweerd J.A. (1996): A Dutch study of the effects of primary nursing on job characteristics and organizational processes. Journal of Advanced Nursing, <u>24</u>, <u>16-23</u>.
- **23.** Bourbonnais, R. and Mondor, M. (2001) Job strain and sickness absence among nurse in the province of Quebec. American Journal of Industrial Medicine, 39(2), 194-202.

- **24.** Bourbonnais, R., Comeau, M., Ve'zina, M., & Guylaine, D. (1999). Job strain, psychological distress, and burnout in nurses. American Journal of Industrial Medicine, 24, 20–28.
- **25.** Bratt M.M., Broome M., Kelber S. & Lostocco L. (2000) Influence of stress and nursing leadership on job satisfaction of paediatric intensive care unit nurses. American Journal of Critical Care, 9, 307–317.
- **26.** Brown H. & Edelmann R. (2000) Project 2000: a study of expected and experienced stressors and support reported by students and qualified nurses. Journal of Advanced Nursing, <u>31</u>, <u>857–864</u>.
- **27.** Burns H, Kirillof L, Close J.(1983) Sources of stress and satisfaction in emergency nursing. J Emerg Nurs; 9:329-37.
- **28.** Butterworth, T., Carson, J., Jeacock, J., White, E., & Clements, A. (1999). Stress, coping, burnout, and job satisfaction in British nurses: Findings from the clinical supervision evaluation project. Stress Medicine, <u>15</u>, <u>27</u>–33.
- **29.** Campbell-Quick, J., Cooper, C, Nelson, D., Quick, J., & Gavin, J. (2003). Stress, health and wellbeing at work. In J. Greenberg (Ed.), Organizational Behaviour: The State of Science. 2<sup>nd</sup> ed., Mahwah: Lawrence Eribaum Associates, pp. 53-89
- **30.** Cavanagh, J. R. (1991): The conflict management styles of staff nurses' managers, Journal of Advanced Nursing, 16: 1254-60.
- **31.** Chan, K. B., Lai, G, Ko, Y. C., and Boey, K. W.,(2000): Work stress among six professional groups: the Singapore experience Social Science & Medicine, 50, 1415-1432.
- **32.** Chapman, J. (1993): Collegial support linked to reduction of job stress. Nurs. Manag, <u>24: 52–54.</u>
- **33.** Charnley E.( 1999 ): Occupational stress in the newly qualified staff nurse. Nurs. Stand.; 13: 33–36.
- **34.** Cheng Y, Kawachi I, Coakley E, Schartz J, Colditz G. (2000) Association between psychosocial work characteristics and health functioning in American women: perspective study. BMJ; <u>320</u>: 1432–1436.
- **35.** Clancy J. & McVicar A. (2002) Physiology and Anatomy: A Homeostatic Approach, 2<sup>nd</sup> ed . London, pp. 611–633.

- **36.** Clegg, A., (2001), Occupational stress in nursing: a review of the literature, J. Nurs. Manag. 9 (2) 101–106.
- **37.** Clemen-Stone, S., Eigstti, D.G. and McGuire S.L. (1991): Comprehensive family and Community health nursing. 3<sup>rd</sup> ed. St. Louis, Mosby.
- **38.** Cole, F. L., Slocumb, E. M., & Mastey, J. M. (2001). A measure of critical care nurses' post-code stress. Journal of Advanced Nursing, <u>34(3)</u>, <u>281</u>.
- **39.** Consulting Psychologists Press (CPP).,(2000): Thomas-Kilmann Conflict Mode Instrument. Palo Alto, CA: 624-1765, available on http://www.cpp-db.com.
- **40.** Cooper, C.L. and Cartwright, S. (1994): Healthy mind; healthy organisation—a proactive approach to occupational stress. Human Relations, 47, pp. 455-471.
- **41.** Cooper, C.L., (1998):, Introduction. In: Cooper, C.L. (Ed.), Theories of Organizational Stress. Oxford University Press, Oxford, pp. 1-5.
- **42.** Coulon L., Mok M., Krause K.&Anderson M. (1996): The pursuit of excellence in nursing care: what does it mean? Journal of Advanced Nursing ,24, 817-826.
- **43.** Cox , T., Griffith, A., and Cox, S., (1994):, Work-related stress in nursing: Controlling the risk to health, International Labour Office, Geneva.
- **44.** Cox, K. B. (2001): The effects of unit morale and interpersonal relations on conflict in the nursing unit, Journal of Advanced Nursing, <u>35 (1): 17-25.</u>
- **45.** Cox K.B. (2003) The effects of intrapersonal, intragroup, and intergroup conflict on team performance effectiveness and work satisfaction. Nursing Administration Quarterly, <u>27 (2)</u>, <u>153–163.</u>
- **46.** Danna K. & Griffin R.W. (1999) Health and well-being in the workplace: a review and synthesis of the literature. Journal of Management, <u>25</u>, <u>357–384</u>.
- **47.** Deary, I.. J. Watson R. and Hogston, R. (2003): A longitudinal cohort study of burnout and attrition in nursing students, Journal of Advanced Nursing, <u>43 (19) 71–78.</u>
- **48.** De Dreu C.K.W., Harinck F. & Van Vianen A.E.M. (1999): Conflict and performance in groups and organizations. In International Review of Industrial and Organizational Psychology, <u>14.376–405.</u>

- **49.** De Dreu, C. K. W., Van Dierendonck, D., & De Best-Waldhober, M. (2002). Confiict at work and individual well-being. In M. Schabracq, J. A. M. Winnubst, & C. L. Cooper (Eds.), International handbook of work and health psychology, pp. 495-515.
- **50.** Decker F. (1997): Occupational and non-occupational factors in job satisfaction and psychological distress among nurses. Res. Nurs. Health. 20: 453–464.
- **51.** Demerouti E., Bakker A., Nachreiner F. & Schaufeli W.B. (2000): A model of burnout and life satisfaction amongst nurses. Journal of Advanced Nursing, <u>32</u>, <u>454–464</u>.
- **52.** Dimartino, V. I and Musri, M (2001):, Guidance For The Prevention OF Stress And Violence At The Workplace. Kuala Lumpur.
- **53.** Dove M. A., (1998): Conflict process and resolution. Nursing management, 29(1): 30-32.
- **54.** Dubrin, A. J., (1998): Leadership research finding practice and skills, 1st ed., Houghton Mifflin co., Boston, PP 322- 331.
- **55.** Duquette A., KeÂrouac S., Sandhu B.K. & Beaudet L. (1994) Factors related to nursing burnout: a review of empirical knowledge. Issues in Mental Health Nursing, <u>15</u>, <u>337-358</u>.
- **56.** Eason, F. R. & Brown, S., (1999): Conflict management: Assessing education needs, Journal for Nurses in Staff Development, 15(3): 92-96.
- **57.** Eddy, D. M., (1996): Clinical decision making from theory to practice, 1st ed., Jones and Bartlett publishers, Boston, PP 63-68.
- **58.** El-Berry, E.(2003): Nurse's Conflict And Resolution Patterns Used By Nurses Leader At Ain Shams University Hospital. M.Sc. Thesis. Faculty Of Nursing. Ain Shams University
- **59.** Elfering, A., Grebner, S., Semmer, N.K., Gerber, H., (2002\_. Time control, catecholamines, and back pain among young nurses. Scandinavian Journal of Working and Environmental Health, 28 (6), 386-393.
- **60.** Erdoğan,(1997) : Behaviors in Institutions, Dönence Press and Publishing, Istanbul .
- **61.** Farrell G.A. (1997) Aggression in clinical settings: nurses' views. Journal of Advanced Nursing, 25, 501–508.

- **62.** Fawcett, J. (2005). Contemporary nursing knowledge: Analysis and evaluation of nursing models and theories, 2nd ed., F. A. Davis Company, Philadelphia.
- **63.** Folkman, S., & Moskowitz, J. T. (2004).Coping: Pitfalls and promise. Annual Review of Psychology, <u>55</u>, <u>745-774</u>.
- **64.** Forte, P. S., (1997): The high cost of conflict. Nursing Economic. <u>15(1)</u>: <u>119</u>-123.
- **65.** foundation coalition, Understanding Conflict and Conflict Management, <a href="http://www.foundationcoalition.org/teams">http://www.foundationcoalition.org/teams</a>
- **66.** Fox M, Dwyer D, Ganster D.(1993): Effects of stressful job demands and control on physiological and attitudinal outcomes in a hospital setting. Acad. Manag. J. <u>36</u>: 289–318.
- **67.** Foxall M.J., Zimmerman L., Standley R. & Bene B. (1990):,A comparison of frequency and sources of nursing job stress perceived by intensive care, hospice and medical-surgical nurses. Journal of Advanced Nursing, <u>15</u>, 577–584.
- **68.** French S.E., Lenton R., Walters V. & Eyles J. (2000) An empirical evaluation of an expanded nursing stress scale. Journal of Nursing Measurement, <u>8</u>, 161–178.
- **69.** Freshwater, D. (2000). Crosscurrents: Against cultural narration in nursing. Journal of Advanced Nursing, <u>32(2)</u>, <u>481-484</u>.
- **70.** Friedman, A., Tidd, S., Currall, S., and Tsai, J., (2000): What goes around comes around: The impact of personal conflict style on work conflict and stress, The International Journal of Conflict Management 11, pp. 32–55.
- **71.** Fritchie R. (1995) Conflict and its management. British Journal of Hospital Medicine, 53 (9), 471–473.
- **72.** Frone, M. R. (2000). Interpersonal conflict at work and psychological outcomes: Testing a model among young workers. Journal of Occupational Health Psychology, <u>5</u>, <u>246-255</u>
- **73.** Garcia, C. V., (2006):, Putting conflict management into practice: a nursing case study, Journal of Nursing Management, (14), 201-206.
- **74.** Gardner, D. L. (1992): Conflict and relation of new graduate nurses. Western Journal of Nursing Research, 14(1): 76-85.

- **75.** Gerardi, D. (2004). Using mediation techniques to manage conflict and create healthy work environments. AACN Clinical Issues, <u>15(2)</u>, <u>182-195.</u>
- **76.** Gerber, D. E. (1995): Helping nurses to cope. J. Post anesth. Nurs. 10 (2): 84-88.
- **77.** Gillies, D. A. (1996): Nursing management a system approach, 3<sup>rd</sup> ed., W. B. Saunders company, Philadelphia, PP 473-483.
- **78.** Gatchel RJ, Baum A. (1983) Health Psychology. New York: Random House;. PP. 40-74. In Judith M. Laposa, MA, Lynn E. A, and Louise M. F. Vancouver, BC( 2003) :, Work Stress and Posttraumatic Stress Disorder in ED Nurses/Personnel , J Emerg Nurs, 29:23-28
- **79.** Ginter, R. M., and Swayne, L. M., et al, (1998): strategic management of healthcare organizations, 3rd ed., Blackwell publishers Inc., U. S.A. P 437.
- **80.** Glass D, McKnight J, Valdimarsdottir H. (1993): Depression, burnout and perceptions of control in hospital nurses. J. Consult. Clin. Psychol. <u>61</u>: 147–155.
- **81.** Gray-Toft, P., and Anderson, J.G. (1981), The Nursing Stress Scale: development of an instrument, J. Behav. Asses. 3 (1) 11–23.
- **82.** Greenfield, L. J. (1999):, Doctors and nurses: A troubled partnership, Ann Surg, 230:279-288,
- **83.** Griffin, R. W., (1996): Management, 5<sup>th</sup> ed., Houghton-Mifflin, Boston, PP 385-390.
- **84.** Grohar-Murray, M. E., and DiCroce H. R., (1997): Leadership and management in nursing, 1<sup>st</sup> ed., Mosby co., St. Louis, PP 181-183.
- **85.** Hart, B., (2002): Conflict in the workplace. Behavioral Consultants, P.C. Available on the World Wide Web at <a href="http://behavioralconsultants.com/Newsletters/conflict\_in\_the\_workplace.htm">http://behavioralconsultants.com/Newsletters/conflict\_in\_the\_workplace.htm</a>.
- **86.** Hart, P. M., & Cotton, P. (2002).: Conventional wisdom is often misleading: Understanding the realities of police stress within an organizational health framework. In Dollard, M., (Ed.), Occupational Stress in the Service Professions. Melbourne: Taylor and Francis.
- **87.** Hart, R.C., (2003). Occupational wellbeing and performance: A review of organizational health research. Australian Psychologist, 38(2),

- **88.** Hatcher S, Laschinger H. (1996): Staff nurses' perceptions of job empowerment and level of burnout: a test of Kanter's theory of structural power in organizations. Can. J. Nurs. Admin. 9: 74–94.
- **89.** Hawley P. (1992): Sources of stress for emergency nurses in four urban Canadian emergency departments. J Emerg Nurs, <u>18:65-70</u>.
- **90.** Healy C. & McKay M.F. (1999) Identifying sources of stress and job satisfaction in the nursing environment. Australian Journal of Advanced Nursing ,17, 30–35.
- **91.** Healy, C. M. (2000). Nursing stress: The effects of coping strategies and job satisfaction in a sample of Australian nurses. Journal of Advanced Nursing, <u>31(3)</u>, <u>681</u>.
- **92.** Hein, E. C. (1998): Contemporary leadership behavior selected readings, 5th ed., Lippincott-Raven publishers, New York, PP 259-263.
- **93.** Helps, S. (1997) Experience of stress in accident and emergency nurses. Accident and Emergency Nursing, <u>5(1)</u>, <u>48-53</u>.
- **94.** Hendel ,T. , Fish , M & Galon, V. (2005): Leadership style and choice of strategy in conflict management among Israeli nurse managers in general hospitals, Journal of Nursing Management, <u>13</u>, <u>137–146</u>
- **95.** Hesketh K.L., Duncan S.M., Estabrooks C.A., Reimer M.A., Giovannetti P., Hyndman K. & Acorn S. (2003): Workplace violence in Alberta and British Columbia hospitals. Health Policy, 63, 311–321.
- **96.** Hightower, T., (1986): Subordinate choice of conflict-handling modes, Nursing Administration Quarterly, <u>11</u>. 29–34.
- **97.** Hillhouse J.J. & Adler C.M. (1997): Investigating stress effect patterns in hospital staff nurses: result of cluster analysis. Social Science and Medicine, <u>45</u>, <u>1781–1788</u>.
- **98.** Hingley, P. and Marks, R. (1991): Ostomy nursing a stressful occupation. Nursing Times, <u>87(25)</u>, <u>63-66.</u>
- **99.** Hopkinson, P. J., Carson, J., Brown, D., Fagin, L., Bartlett, H., & Leary, J. (1998). Occupational stress and community mental health nursing: What CPN's really said. Journal of Advanced Nursing, 27(4), 707.
- **100.** Huber, D., (1996): Leadership and nursing care management, 1<sup>st</sup> ed., W.B. Saunders company, Philadelphia., P 79.

- **101.** Huber, D., (2000): Leadership and nursing care management, 2<sup>nd</sup> ed., W.B. Saunders company, Sydney, PP 179-201, 515-530.
- **102.** Iacono, M., (2000):, Managing Conflict/Employee Counseling, Journal of PeriAnesthesia Nursing, <u>15</u>, (4), <u>260-262</u>.
- **103.** Iacono , M., (2003) : Conflict, Communication, and Collaboration: Improving Interactions Between Nurses and Physicians , Journal of PeriAnesthesia Nursing, <u>18</u>, (1), 42, 42-46.
- **104.** Ibrahim, M.A.,(1990):A Study Of Conflict Among Nurses And Its Effect On Their Role Behavior, M.Sc. Thesis, Faculty Of Nursing, Cairo University.
- **105.** Janssen, P.P.M., de Jonge J. & Bakker A.B. (1999) Specific determinants of intrinsic work motivation, burnout and turnover intentions: a study among nurses. Journal of Advanced Nursing, <u>29</u>, <u>1360-1369</u>.
- **106.** Jiang Y, Shen N, Yan R. (2005): Analysis And Advice Of Nursing Human Resources In China. J. Nurs. Admin. <u>4: 19–21</u>
- **107.** Johnson, M. (1994): Conflict and nursing professionalisation. In Current Issues in Nursing, 4<sup>th</sup> ed. Mosby, St Louis, MO, USA. pp. 643–649.
- **108.** Johnson, J. A., (2009): Health Organizations: Theory, Behavior, and Development, 1<sup>st</sup> ed., Jones And Bartlett Publishers. London. Pp. 149-165.
- **109.** Jonathan D. (2007): Conflict and its resolution in the operating room, Journal of Clinical Anesthesia, <u>19</u>, (2), pp 152-158.
- **110.** Jones, F., & Bright, J. (2001). Stress, myth, theory and research. Harlow, Essex: Pearson Education Limited.
- **111.** Jones, M. C., and Johnston, D. W., (2000): Reducing distress in first level and student nurses: a review of the applied stress management literature, J. Adv. Nurs. 32 (1), pp. 66–74.
- **112.** Jones, M.A., Buschardt , S.C., and G.A. ,( 1990): Cadenhead, Paradigm of effective resolution of interpersonal conflict, Nurse Management, <u>21</u>, 640–641.
- **113.** Keenan G.M., Cooke R. & Hillis S.L. (1998): Norms and nurse management of conflicts: keys to understanding nurse-physician collaboration. Research in Nursing and Health, <u>21</u>, <u>59–72</u>.

- **114.** Kelly, J. (2006). An overview of conflict. Dimensions of Critical Care Nursing, <u>25(1)</u>, <u>22-28.</u>
- **115.** Kennedy, P. and Grey, N. (1997) High pressure areas. Nursing Times, 93(29), 26-29.
- **116.** Kiecolt-Glaser, J. K., & Marucha, P. T. (1995): Slowing of wound healing by psychological stress. Lancet, <u>346 (8984)</u>, <u>1194.</u>
- **117.** Kivisto, J. and Couture, R.T., (1997): Stress Management For Nurses: Controlling The Whirlwind. Nursing Forum, 32, 1, pp. 25–33.
- 118. Kunaviktikul W., Nuntasupawat R., Srisuphan W. & Booth R.Z. (2000): Relationships among conflict, conflict management, job satisfaction, intent to stay, and turnover of professional nurses in Thailand. Nursing and Health Sciences, 2 (1), 9–16.
- **119.** Kushell, p. H. & Rub, R.N. (1996): Dealing with conflict, Journal of Nursing Administration. <u>26 (2)</u>:34-40.
- **120.** Lambert, V.A. . Lambert C.E and Ito, M. (2004), Workplace stressors, ways of coping and demographic characteristics as predictors of physical and mental health of Japanese hospital nurses, Int. J. Nurs. Stud. (41) 85–97.
- **121.** Lavanco, G., (1997): Burnout syndrome and type A behavior in nurses and teachers in Sicily. Psychological Reports, <u>81 (2), 523-528.</u>
- **122.** Laws, T., & Hawkins, C. (1995). Critical incident stress. Australian Nursing Journal, <u>2(7)</u>, <u>32-40.</u>
- **123.** Lazarus R.S. & Folkman S. (1984) Stress. Appraisal and Occupational stressors and coping as determinants of burnout in female hospice nurses, Journal of advanced Nursing, 33(3), 396-405
- **124.** Lazarus, R. (1999). Stress and Emotion: A New Synthesis. New York: Springer Publishing.
- **125.** Lazarus, R. S. (1966). Psychological stress and the coping process. New York: McGraw-Hill.
- **126.** Leatt P, Schneck R. (1980): Differences In Stress Perceived By Head Nurses Across Nursing Specialties In Hospitals. J. Adv. Nurs. <u>5: 31–46.</u>
- **127.** Lee, I., Wang, H.H., (2002): Perceived occupational stress and related factors in community nurses. Journal of Nursing Research, 10 (4), 253-260.

- **128.** Lehrer P.M. & Woolfolk R.L. (1993) Principles and Practice of Stress Management. Guildford Press, London.
- **129.** Li X, Liu Y. (2000): Job Stressors And Burnout Among Staff Nurses. Chinese J. Nurs. <u>35: 645.</u>
- **130.** Liebler, J., G. & McConnell, C., R. (2004). Management principles for health professionals, 4<sup>th</sup> ed., Jones and Bartlett Publishers, Boston.
- **131.** Lipley, N. (1998): Burnout makes A&E nurses more callous. Nursing Standard, 12(31), 9-15
- **132.** Littlefield, M., (1995): Conflict Resolution: Critical to of Nursing Productive Schools, Journal of Professional Nursing, <u>11 (1)</u>, 7-15.
- **133.** Maier, K., Waldstein, S., & Synowski, S. (2003). Relation of cognitive appraisal to cardiovascular reactivity, affect and task engagement. Annals of Behavioral Medicine: A Publication of the Society of Behavioral Medicine, <u>26(1)</u>, <u>32-41</u>.
- **134.** Makinen, A., Kivimaki, M., Elovainio, M., Virtanen, M., (2003): Organization of nursing care and stressful work characteristics. Journal of Advanced Nursing, 43(2),197-205.
- **135.** Malta.( 2004.): Stress at Work. A Concept in Stress. Human Factors Limited. Business Psychology and Strategy Development
- **136.** Manderino M, Brown M, Peters M, Wirta R.(1994): Sources of stress for nurse practitioners. J. Am. Acad. Nurs. Pract. <u>6</u>: <u>155–159</u>.
- **137.** Marquis B. L. and Huston, C. J. (1998): Leadership roles and management function in nursing theory and application, 2<sup>nd</sup> ed., Lippincott-Raven publishers, Philadelphia, PP 310-321.
- **138.** Marquis B. L. and Huston, C. J. (2000): Leadership roles and management function in nursing theory and application, 3<sup>rd</sup> ed., Lippincott-Raven publishers, Philadelphia, PP 333-342.
- **139.** Marquis B. L. and Huston, C. J. (2006): Leadership roles and management function in nursing theory and application, 5<sup>th</sup> ed., Lippincott-Raven publishers, Philadelphia, PP 524-550.
- **140.** Marrelli, T. M. and Hilliard, L. s., (1997): The nurse manager's survival guide practical answers to everyday problems, 2<sup>nd</sup> ed., Mosby-year Book, Inc. London, PP 82- 83, 101.

- **141.** Marriner-Tomey, A., (1996): Guide to nursing management, 5<sup>th</sup> ed., Mosbyyear Book, St. Louis. PP 210-220.
- **142.** Marshall, P., & Robson, R. (2005). Preventing and managing conflict: Vital pieces in the patient safety puzzle. Healthcare Quarterly, <u>8</u>, <u>39-44</u>.
- **143.** Martin K., Wimberley D. & O'Keefe K. (1994) :Resolving conflict in a multicultural nursing department. Nursing Management ,25(1), 49–51.
- **144.** Maslach, C., & Leiter, M. (1999): Take this job and love it! From http://www.findarticles.
- **145.** McCrae, R. (1984). Situational determinants of coping responses: Loss, threat and challenge. Journal of Personality and Social Psychology, 46(4),919-928.
- **146.** McElhaney R. (1996): Conflict management in nursing administration. Nursing Management ,27 (3), 49–50.
- **147.** McGowan B. (2001): Self-reported stress and its effects on nurses. Nursing Standard, 15, 33–38.
- **148.** McGowan, J. (2004). An Appraisal-Coping Model of Occupational Stress Outcomes: Distress and Eustress. Unpublished Masters, Massey University, Albany, Auckland.
- **149.** McGrath, A. Reid N. and Boore, J. (2003), Occupational stress in nursing, Int. J. Nurs. Stud. (40) 555–565.
- **150.** McKenna B.G., Smith N.A., Poole S.J. & Coverdale J.H. (2003) Horizontal violence: experiences of Registered Nurses in their first year of practice. Journal of Advanced Nursing, 42(1), 90–96.
- **151.** McVicar, A., (2003): Workplace stress in nursing: a literature review Journal of Advanced Nursing, 44(6), 633–642.
- **152.** Medland, J., Howard-Ruben, J., & Whitaker, E. (2004): Fostering psychological wellness in oncology nurses: Addressing burnout and social support in the workplace. Oncology Nursing Forum, <u>31(1)</u>, <u>47-54</u>.
- **153.** Michie S, Ridout K, Johnston M. (1996): Stress in nursing and patients' satisfaction with health care. Br. J. Nurs. <u>5: 1002–1006</u>.
- **154.** Mimura, C. and Griffiths, P., (2003): The effectiveness of current approaches to workplace stress management in the nursing profession: an evidence based literature review, Occup. Environ. Med. 60, 10–15.

- **155.** Mott, K. O., (1996): Leadership skills for the nurse manager restructing the role of management in today's healthcare setting, 1<sup>st</sup> ed., A times Mirror higher education group, Inc. Company, U.S.A., PP 175-183.
- **156.** Murray T. (1998): From outside the walls: a qualitative study of nurses who recently changed from hospital-based practice to home health care nursing. J. Contin. Educ. Nurs. <u>29</u>: <u>55</u>–<u>60</u>.
- **157.** Nadler D.A. & Tushman M.L. (1999) The organization of the future: strategic imperative and core competencies for the 21st century. Organizational Dynamics, 28 (1), 16–45.
- **158.** Nagelkerk, J., (1996): Study guide for Huber leadership and nursing care management, 1<sup>st</sup> ed., W.B. Saunders company, Tokyo. PP 67-71.
- **159.** Nelson, D. L., & Simmons, B. L. (2003). Health psychology and work stress: A more positive approach. In J. C. Quick & L. Tetrick (Eds.), Handbook of Occupational Health Psychology, Washington DC: APA. pp. 97-117.
- **160.** Omdahl B.L. & O'Donnell C. (1999) Emotional contagion, empathic concern and communicative responsiveness as variables affecting nurses' stress and occupational commitment. Journal of Advanced Nursing, 29, 1351-1359.
- **161.** Payne, N. (2001) Occupational stressors and coping as determinants of burnout in female hospice nurses. Journal of Advanced Nursing, 33(3), 396-405.
- **162.** Pettinger, R., (1997): Introduction to management, 2<sup>nd</sup> ed., the Macmillan presses LTD., London, PP 49-52.
- **163.** Phillips S. (1996) Labouring the emotions: expanding the remit of nursing work? Journal of Advanced Nursing, <u>24</u>, <u>139-143</u>.
- **164.** Quick, J. C, Quick, J. D., Nelson, D. L., & Hurrel, J. J. (1997): Preventive stress management in organizations. Washington, DC: American Psychological Association.
- **165.** Quigley, K. S., Barrett, L. R, & Weinstein, S. (2002). Cardiovascular patterns associated with threat and challenge appraisals: A within-subjects analysis. Psychophysiology, <u>39</u>, <u>292-302</u>.
- **166.** Quine, L. (1998): Effects of stress in an NHS trust: a study. Nursing Standard, 13(3), 36-41.

- **167.** Qun W., (1998): Conflict and job satisfaction among nurses in the first teaching hospital of Beijing Medical University. Retrieved from <a href="htt://www.chiagmai.ac.">htt://www.chiagmai.ac.</a>
- **168.** Rahim M.A. & Magner N. (1995): Confirmatory factor analysis of the styles of handling interpersonal conflict: first-order factor model and its invariance across groups. Journal of Applied Psychology, <u>80</u>, 122–132.
- **169.** Rick C. & Perrewe P.L. (1995): Occupational Stress Handbook. Taylor & Francis, London.
- **170.** Riley L. B., (2000): Communication in nursing, 4<sup>th</sup> ed., Mosby, Inc. St. Louis, PP. 320-333.
- **171.** Rocchiccioli, J. T., and Tilbury, M. S., (1998): Clinical leadership in nursing, W.B. Saunders company, Tokyo, PP. 157-162.
- **172.** Rowland, H. S. and Rowland, B. L. (1997): Nursing administration handbook, 4<sup>th</sup> ed., Aspen publishers, Inc., Gaithersburg, PP. 498-4503.
- **173.** Santos, S.R., Carroll, C.A., Cox, K.S., Teasley, S.L., Simon, S.D., Bainbridge, L., Cunningham M., Ott, L., (2003): Baby boomer nurses bearing the burden of care: a four-site study of stress, strain, and coping for inpatient registered nurses. Journal of Nursing Administration, 33 (4), 243-250.
- **174.** Shader K., Broome M.E., West M.E. & Nash M., (2001): Factors influencing satisfaction and anticipated turnover for nurses in an academic medical center. Journal of Nursing Administration, 31, 210–216.
- **175.** Shahraray, M. and Madanipour, R. (1998): Stress in organization. Economics and Management Quarterly Journal of the Islamic Azad University, <u>37&38, 65-88.</u>
- **176.** Simmons, B. L., and Nelson, D. L. (2001). Eustress at work: The relationship between hope and health in hospital nurses. Health Care Management Review, 26(4), 7-15.
- **177.** Simmons, B., Nelson, D., & Neal, L. (2001). A comparison of the positive and negative work attitudes of home health care and hospital nurses. Health Care Management Review, Summer, <u>63-74.</u>
- **178.** Siu, O.L., (2002). Predictors of job satisfaction and absenteeism in two samples of Hong Kong nurses. Journal of Advanced Nursing, 40 (2), 218-229.

- **179.** Skinner, N., & Brewer, N. (2002). Dynamics of threat and challenge appraisals prior to stressful achievement events. Journal of Personality and Social Psychology, <u>83(3)</u>, <u>678-692</u>
- **180.** Skipper, J.K., Junf, F.D. and Coffey, L.C. (1990): Nurse and shift work: effects on health and mental depression. Journal of Advanced Nursing, 15(7), 835-42.
- **181.** Skjorshammer M. (2001) Co-operation and conflict in a hospital: interprofessional differences in perception and management of conflicts. Journal of Interprofessional Care, 15 (1), 7–18.
- **182.** Smith A., Brice C., Collins A., Mathews V. & McNamara R. (2000): The Scale of Occupational Stress: A Further Analysis of the Input of Demographic Factors and Type of Job. HSE Books, HMSO, Norwich. <a href="http://www.hse.gov.uk/research/">available at http://www.hse.gov.uk/research/</a>
- **183.** Spector, P. E. & Jex, S. M. (1998). Development Of Four Self-Report Measures Of Job Stressors And Strain: Interpersonal Conflict At Work Scale, Organizational Constraints Scale, Quantitative Workload Inventory, And Physical Symptoms Inventory. Journal Of Occupational Health Psychology, 3, 356\_367.
- **184.** Sportsman, S. (2005): Build a framework for conflict assessment. Nursing Management, (36)4, 32-40.
- **185.** Sportsman, S., and Hamilton ,P., (2007): Conflict Management Styles in the Health Professions, Journal of Professional Nursing , 23, (3), 157-166
- **186.** Stevahn, L., (2004): Integrating Conflict Resolution Training Into The Curriculum, Theory Into Practice, 43, 1,
- **187.** Stevahn, L., Johnson, D.W., Johnson, Roger, T., Schultz, R., (2002): Effects Of Conflict Resolution Training Integrated Into A High School Social Studies Curriculum Journal Of Social Psychology, 42, 3,
- **188.** Stordeur S., D'Hoore W. & Vandenberghe C. (2001) :Leadership, organizational stress and emotional exhaustion among hospital nursing staff. Journal of Advanced Nursing, 35, (4), 533–542.
- **189.** Sullivan, E. J. and Decker, P. J. (1997): Effective leadership and management in nursing, 4<sup>th</sup> ed., Addison Wesley Longman, Canada, pp. 33-40, 332-341.

- **190.** Sullivan, E. J. and Decker, P. J. (2005): Effective leadership and management in nursing, 6<sup>th</sup> ed., upper saddle river, N.J. Pearson Education Inc., Canada, pp. 496-520.
- **191.** Sulsky, L., & Smith, C. A. (2005). Work Stress. Belmont, CA, USA: Thomson Wadsworth.
- **192.** Swansburg R.C. (1993) Introductory Management and Leadership for Clinical Nurses, 1<sup>st</sup> ed . Jones & Bartlett Publishers, Boston,
- **193.** Swansburg, R. C., & Swansburg, R. J., (2002): Introduction to management and leadership for nurse managers, 3<sup>rd</sup> ed., Jones and Bartlett publishers, Boston. PP 502-512.
- **194.** Tappen,R.M., Weiss,S.A., &Whitehead, D.K., (2004): Essentials of Nursing Leadership and Management, 3<sup>rd</sup> ed., F.ADavis, Philadelphia.
- **195.** Taylor, S.E., & Seeman, T. (1997) :Health psychology: What is an unhealthy environment and how does it get under your skin? Psychology, <u>48(1)</u>, <u>411-447.</u>
- **196.** Tedeschi, R. G., & Calhoun, L. G., (2004): Posttraumatic growth: Conceptual foundations and empirical evidence. Psychological Inquiry, 15(1), 1-18.
- **197.** Tekarslan, E., Kılınç, T., Şencen, H., and Baysal, A.C., (2000): Social psychology of behavior, Dönence Press and Publishing Services, Istanbul.
- **198.** Thomas K.W. (1974): Conflict and conflict management. In Handbook of Industrial and Organisational Psychology (M.D. Dunnette ed.), Rand McNally, Chicago. pp. 889–933.
- **199.** Thomas K.W. (1976): Conflict and conflict management. In Handbook of Industrial and Organisational Psychology (M.D. Dunnette ed.), Rand McNally, Chicago. pp. 889–933.
- **200.** Thomas K.W. (1992) Conflict and negotiation processes in organizations. In Handbook of Industrial and Organizational Psychology, 2<sup>nd</sup> ed (Dunnette M.D. & Hough L.M., eds), Consulting Psychologists Press, Palo Alto, CA, pp. 651–717.
- **201.** Tidwell A.C. (1998):, The challenge of conflict resolution. In Conflict Resolved? A Critical Assessment of Conflict Resolution, 1<sup>st</sup> ed. London, UK. pp. 1–10.

- **202.** Tjosvold, D., (1997): conflict within interdependence. Its value for productivity and individuality. De Dreu., C.,& Van de Vliert, E., using conflict in organization. Thousand Oaks, PP.171-184
- **203.** Tomaka, J. (1993). Subjective, physiological, and behavioral effects of threat and challenge appraisals. Journal of Personality and Social Psychology, <u>65(2)</u>, <u>248-260</u>.
- **204.** Tomaka, J., Blascovich, J., Kibler, J., & Ernst, J. M. (1997). Cognitive and physiological antecedents of threat and challenge appraisal. Journal of Personality and Social Psychology, 73(1),1-21
- **205.** Tomey, A. M. (2000): Guide to nursing management and leadership, 6<sup>th</sup> ed., Mosby, London, PP 76-87, 119-135.
- **206.** Tucker, A. (1984). Chairing the academic department: Leadership among peers. 2<sup>nd</sup> ed., American Council on Education/Macmillan Publishing New York., P. 218
- **207.** Tummers, G.E., Janssen, P.P., Landeweerd, A., Houkes, I. (2001): A comparative study of work characteristics and reactions between general and mental health nurses: a multisample analysis. Journal of Advanced Nursing, 36 (1), 151-162.
- **208.** Tyler, P. and Cushway, D., (1992): Stress, Coping And Mental Well-Being In Hospital Nurses. Stress Medicine, 8, 91–98.
- **209.** Tyson , P.D. and Pongruengphant, R., (1996): Avoidance As A Coping Strategy For Nurses In Thailand. Psychological Reports ,79, 592–594.
- **210.** Ullrich, A. and Fitzgerald, P., 1990. Stress Experienced By Physicians And Nurses In The Cancer Ward. Social Science & Medicine, 319, 1013–1022.
- **211.** United Kingdom Health and Safety Commission, (1999):, Managing stress at work: Discussion document, London.
- **212.** Vicar, A., (2003):, Workplace stress in nursing: a literature review, Journal of Advanced Nursing, <u>44(6)</u>, <u>633–642</u>.
- **213.** Walcott-McQuigg J, Ervine N. (1992): Stressors in the workplace: community health nurses. Public Health Nurs.; 9: 65–71.
- **214.** Walczak M. B. and Absolon P. L., (2001): Essentials for effective communication in oncology nursing: assertiveness, conflict

- management, delegation, and motivation, Journal for Nurses in Staff Development, 17 (2): 67-70.
- **215.** Walsh, M., (2002): Watson' clinical nursing and related sciences, 6<sup>th</sup> ed., Bailliere Tindal, St. Louis, p 296.
- **216.** Warner I. (2001): Nurses' perceptions of workplace conflict: implications for retention and recruitment. Doctoral Dissertation, Royal Roads University.
- **217.** Webster, (1990): New Dictionary and Thesaurus. New York, NY, Russel, Geddes & Grosset, Windsor Court,
- **218.** Williams, S., & Cooper, C.I. (1998). Measuring occupational stress: Development of the pressure management indicator. Journal of Occupational Health, <u>3</u>, <u>300-321</u>.
- **219.** Wilmot , W., and Hocker, J., (2001): Interpersonal conflict, 6<sup>th</sup> ed , McGraw-Hill, Boston .
- **220.** Wilson J., (1994): Making conflict work for you, selected readings, 4<sup>th</sup> ed., J. B. Lippincott co. Philadelphia, PP. 337-342.
- **221.** Woodtli, A., (1987): Deans Of Nursing: Perceived Sources Of Conflict And Conflict-Handling Modes, Journal Of Nursing Education ,26, 272–277.
- **222.** Wurzbach M. E., (1998): Managed care: moral conflicts for primary health care nurses, Nursing outlook, 46 (2): 62-66.
- **223.** Xu and Davidhizar, R. (2004): Conflict Management Styles Of Asian And Asian–American Nurses: Implication For Nurse Managers, Health Care Management, 23 (1). 46–53.
- **224.** Yoder-wise, P.S. (2007): Leading and managing in nursing, 4<sup>th</sup> ed., Mosby-year Book, Inc, U.S.A., P. 336,411-430
- **225.** Zerwek,l, J. & Claborn, J., (1994): Nursing today transition and trends, 1<sup>st</sup> ed., W.B. Saunders company, Philadelphia, PP. 172-177.
- **226.** Zhao G, Liu Y, Wang G, Ren X. (2002b): Investigation On Compressive Stress Of The Nurses. J. Nurs. Sci. <u>17: 689–691</u>.