
EDITORIAL

SOCIAL SKILLS AND PROFESSIONAL PRACTICE IN NURSING

The professional practice in health, especially with regard to nursing care, requires those who develop effective interpersonal relations, because it is a constant rapprochement between people in the context of social interactions. Even if this assumption is longtime affirmative perpetrated, currently, it is noted that there is loss of solidarity habits in an inverse way to the technological growth, because while it has been developed in the face of global changes, the small gestures that are involved in relationship to each other are left in the background.

This fact can also be observed in the actions developed by nursing, culminating in extremely rational individuals, guided by egocentric social relationships which do not infrequently culminate in interpersonal conflicts and dehumanization. Simultaneously and paradoxically, within organizations, it appears that increasingly prioritize work processes that value interpersonal relationships. This results in demands coordination group, team leadership, conflict management, organizational tasks, problem solving and decision making. These activities are inherent to the nurse's daily life, or are management actions that have care as a final focus, and for which, relational practices are required.

The understanding of interpersonal relationships is very important for nursing care, since professionals use it for their effectiveness. However, some components of these relationships must be understood and developed so that social interactions are fruitful, especially social skills (SS), which are social behaviors of classes in the individual's repertoire to deal properly with the demands of interpersonal situations⁽¹⁾.

Social skills make up a competent social performance in the dynamics of interactions and are divided into seven classes: self-monitoring, communication, civility, assertiveness to confrontation, empathy, work and positive feeling expression⁽¹⁾.

The universe of SS can and is applicable to different nursing work fields because there is the need for this professional to be trained not only scientifically and technically for its operations, but it is also desired its interpersonal development, since it does not work so isolated. Still, it is a process that goes beyond merely rational issues, it also requires human interaction and thus has psychological dimension, emotional and intuitive.

For the interactions between the nurse and the other players involved in the care process to promote positive consequences in care practices, it is important the proper use of SS by this professional. Additively, it is stated that the performance of nursing leadership depends significantly on their SS because they contribute to the effectiveness of care management, which it is a practice that involves people who need a well settled social articulation, and this way, although hard technologies are obvious and necessary for the care process, without an effective interpersonal and skilled relationship there is no way to manage and look into quality of care.

In another aspect, the return attention to the motivation of care workers, a socially skilled practice confirms that bonds are created between professionals and promotes teamwork. Thus, it is understood teamwork as a tool that fosters the actors involved in the health and disease process, mutual approaches and also can contribute to job satisfaction, since it comes from the relationships produced by the group of workers in their daily lives.

In summary, the SS are fundamental to the practice of nursing or with respect to management activities that sustain the welfare conditions, or even contributing to the strengthening of interactions between the professionals themselves, creating links to the teamwork that will also foster care practice. Thus, it is important that managers strive to develop such skills in nurse team leaders, enhancing driving forces for the care of the relational web is strengthened and also identifying possible weaknesses in order to solve them.

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