

Civility Saves Lives

Decorative graphic element consisting of several thick, curved, overlapping bands in shades of blue and magenta, sweeping across the bottom half of the slide.



CIVILITY SAVES LIVES



What is Civility saves lives?



**CIVILITY SAVES
LIVES**

We are a collective voice for the importance of respect, professional courtesy and valuing each other. We aim to raise awareness of the negative impact that rudeness (incivility) can have in healthcare, so that we can understand the impact of our behaviours.

Our goal is to disseminate the science of the impact of incivility in healthcare. We also strive to research and collaborate on data about the impact of incivility.

Dr Chris Turner, Consultant in Emergency
Medicine Founder of Civility Saves Lives





Dr Chris Turner

Please follow the link
below to listen to
Chris speaking about
why Civility matters.

[https://www.youtube.com
/watch?v=4RUIhjwCDO0](https://www.youtube.com/watch?v=4RUIhjwCDO0)



Sadly, all of us will have experienced some sort of incivility at work.....



..... in one or more of the following forms



..... in one or more of the following forms

Talking over someone



..... in one or more of the following forms

Talking over someone

Undermining someone



..... in one or more of the following forms

Talking over someone

Aggression

Undermining someone



..... in one or more of the following forms

Shouting

Talking over someone

Aggression

Undermining someone



..... in one or more of the following forms

Shouting

Stubborn/non-cooperative

Talking over someone

Aggression

Undermining someone



..... in one or more of the following forms

Rudeness

Shouting

Talking over someone

Stubborn/non-cooperative

Aggression

Undermining someone



..... in one or more of the following forms

Rudeness

Shouting

Talking over someone

Stubborn/non-cooperative

Aggression

Belittling

Undermining someone



..... in one or more of the following forms

Rudeness

Shouting

Talking over someone

Stubborn/non-cooperative

Aggression

Belittling

‘That’s just the way it is’

Undermining someone



..... in one or more of the following forms

Rudeness

Shouting

Stubborn/non-cooperative

Talking over someone

Belittling

Aggression

‘That’s just the way it is’

Undermining someone

**Rudeness is defined by the interpretation of the recipient,
regardless of intent.**



We can understand how this affects us by looking at cognitive bandwidth



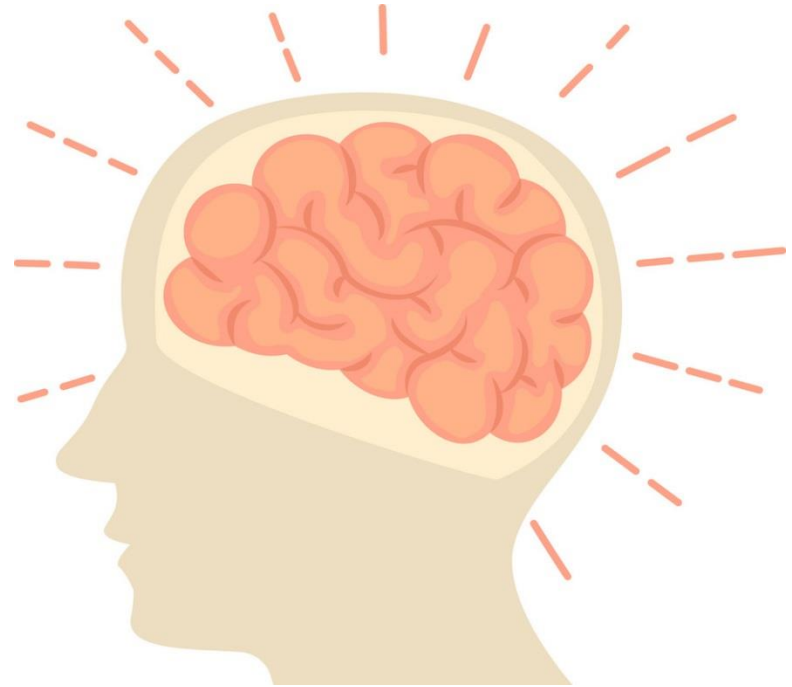
At any one time, we are thinking about a lot of different things- the capacity to do this is called Cognitive Bandwidth.



When someone's rude to you.....



Your
Cognitive
Bandwidth
reduces by
61%



This is because we spend a lot of time thinking about the incident, wondering why they were rude? Was it your fault? What could you have said in response? Did you deserve it?

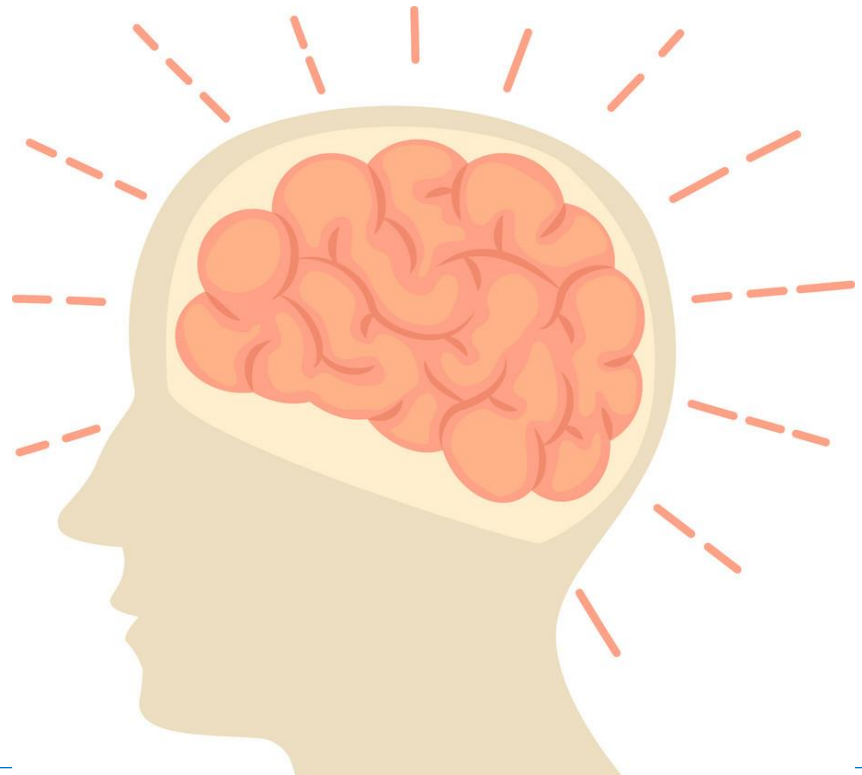
It takes up a lot of your bandwidth.



When you see someone being rude to someone else.....



Our Cognitive
Bandwidth
reduces by
20%



We are 50% less
likely to help anyone
else if someone is
rude....

..... So Incivility
literally makes us
less'



How do we address it and break the cycle?

1. Think about whether your motivation to address it is positive, Is it appropriate that it is you doing it, are you trying to hurt or heal, to punish or improve
2. Make sure it is timely - Soon after the event but not necessarily in the moment unless safety is being compromised
3. 'Praise in public, feedback in private' - It must be somewhere the participant won't feel humiliated
4. Ask don't tell - The conversation must be underpinned with respect and compassion, hear their side first



Thank you

