

# Civility Saves Lives

A decorative graphic at the bottom of the page consisting of several overlapping, curved bands in shades of blue and magenta, creating a sense of movement and depth.



# 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=4RUIhjwCD00](https://www.youtube.com/watch?v=4RUIhjwCD00)



**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

Talking over someone

## Aggression

## Shouting

Stubborn/non-cooperative

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

Talking over someone

Stubborn/non-cooperative

Aggression

Belittling

'That's just the way it is'

Undermining someone

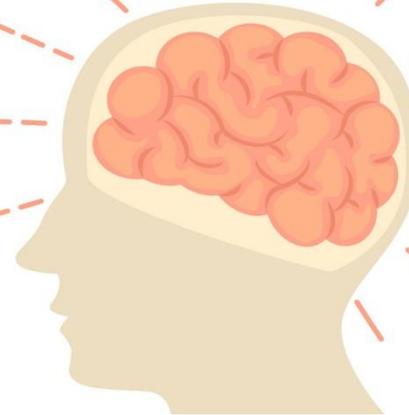
**Rudeness is defined by the interpretation of the recipient,  
regardless of intent.**



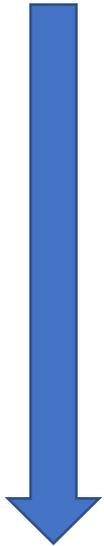
# We can understand how this affects us by looking at cognitive bandwidth



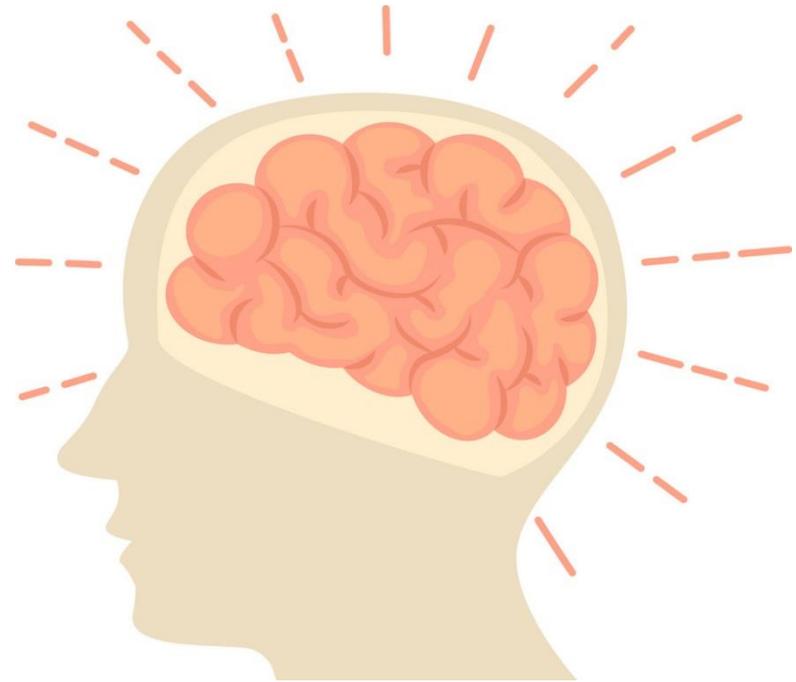
At any one time, we are thinking about a lot of different things- the capacity to do this is called Cognitive Bandwidth.



# 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?

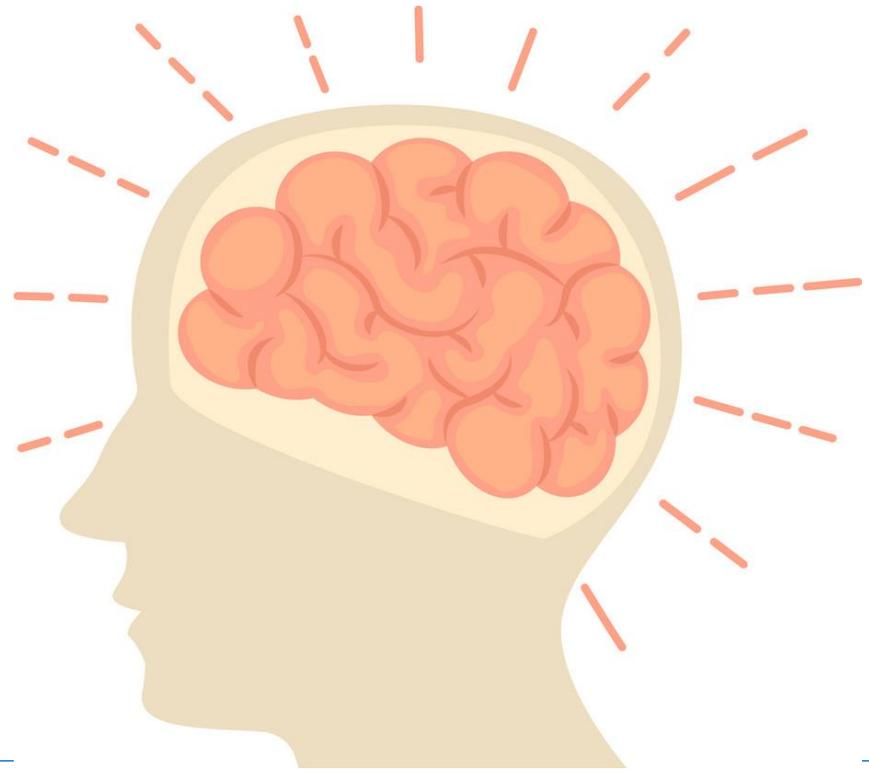
It takes up a lot of your bandwidth.



# 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

