

**A CULTURE OF CIVILITY AND RESPECT IN HEALTHCARE**

**WHAT IS CIVILITY AT WORK? DOES IT MATTER IN HEALTHCARE?**

In simple terms it is how we treat each other at work; And how we treat each other matters. Civility is the behaviour that helps to preserve mutual respect at work. Unfortunately, incivility, disrespect, bullying and harassment are often seen within organisations. It has been shown that working in an unkind and rude environment can have a detrimental impact on staff wellbeing, mental health and patient care. Dr Chris Turner from 'Civility saves lives' has stated that when someone is mildly to moderately rude to us, our cognitive ability is reduced by 61%. Therefore, when there is no culture of civility and respect in the workplace the potential of the staff is never reached. Civility in healthcare matters because it reduces errors, fosters excellence and creates a safe environment for staff and patients. **A kind word can change the world.**

Click [here](http://www.civilitysaveslives.com/infographics) or type [www.civilitysaveslives.com/infographics](http://www.civilitysaveslives.com/infographics) to see the benefits from kindness at work

**THE FOLLOWING MEASURES HELP INCREASE RESPECT AND CIVILITY IN THE WORKPLACE**

**Emotional Intelligence**

- Allow time for positive reflection
- Increase self awareness

**Dignity**

- Praise, recognise and support others
- A culture of fairness, openness and compassion

**Support**

- Signpost to appropriate supportive interventions
- Provide constructive feedback, positive coaching and mentoring

**Psychological Safety**

- Show compassion to your colleagues
- Support culture and working relationships
- Inspire confidence and trust

**Acts of Kindness**

- Looking out for others
- Creating harmony for staff to speak up and flourish

**Opportunity to Grow**

- Support and encourage professional development
- Mentor and support different professional aspirations

**Effective Supervision**

- Empowering behaviour
- Recognise contributions and achievements
- Share relevant information
- Respect professional values
- Fair and equal distribution of work and opportunities

**Inclusiveness**

- Actively listen and ensure everyone is heard
- Ask staff how they are, listen to the response and act appropriately
- Invite colleagues to meetings and gatherings

**INCIVILITY**  
THE FACTS

**WHAT HAPPENS WHEN SOMEONE IS RUDE?**

**80%** of recipients lose time worrying about the rudeness



**38%** reduce the quality of their work



**48%** reduce their time at work



**25%** take it out on service users



**Less effective clinicians provide poorer care**

**WITNESSES**

**20%** decrease in performance



**50%** decrease in willingness to help others



**SERVICE USERS**

**75%** less enthusiasm for the organisation



**Incivility affects more than just the recipient**  
**IT AFFECTS EVERYONE**

**CIVILITY SAVES LIVES**

the price of incivility, Porath C, Pearson C, Harvard Business Review 2013 Jan-Feb :91(1-2):114-21, 146



Infographic from:

<https://www.civilitysaveslives.com>

### RESPECT AND CIVILITY TO EMBRACE A JUST AND LEARNING CULTURE



Is safety culture measured regularly in your organisation and team? Are all dimensions covered?

**Measuring the safety culture of an organisation can provide insight into areas for improvement and help monitor changes over time. Several tools have been used in various healthcare settings.**

<b>Teamwork</b>	Do people feel valued and respected when collaborating with different teams (intra- or inter-disciplinary?)
<b>Job satisfaction</b>	Do people feel fulfilled with their everyday job? Do people feel there is a supportive environment for professional growth?
<b>Management</b>	Do people approve managerial actions? Do people feel that management acts on behalf of the team? Do people feel that management encourages an open and honest environment?
<b>Safe environment</b>	Do people feel there is a strong and proactive commitment to safety at different levels e.g., departmental, organisational?
<b>Working conditions</b>	Do people think the quality of the working environment meets their expectations? Do people agree there is a logistical support to maintain safety e.g., equipment, staff levels?
<b>Wellbeing</b>	Do people feel that their workplace promotes wellbeing and mental health? Do people feel they can speak up when stress and anxiety levels impact their lives? Do people feel that high stress levels are recognised as a risk for patient and staff safety and wellbeing?

*Based on Figure 1 from <https://doi.org/10.1186/1472-6963-6-44>*

### CIVILITY AND RESPECT IN THE WORKPLACE QUESTIONNAIRE

For a bigger in-depth understanding, use a diverse range of possible answers in staff surveys

For each question in this set of questions allow the possible answers:

- Strongly disagree
- Disagree
- Somewhat disagree
- Undecided
- Somewhat agree
- Strongly agree

- Rude behaviour is not accepted by your co-workers
- Angry outbursts are not tolerated by anyone in your work group
- Respectful treatment is the norm in your work group
- Your co-workers make sure everyone in your team is treated with respect

**Useful resources to promote cultures civility and respect (SHOT Bite available online [shot.org](http://shot.org) with respective links)**

- Civility saves lives: click [here](#)
- NHS England Toolkit: click [here](#)
- Royal College of Obstetricians and Gynaecologists Civility Toolkit: click [here](#)
- Royal College of Physicians: How to respond to incivility: click [here](#)
- Royal College of Surgeons of Edinburgh Anti-Bullying Resource: click [here](#)
- Sherwood's Civility Learning and Sharing Toolkit: click [here](#)

**Useful resources to promote a 'just culture':**

- England: [NHS 0932 JC Guide A3](#)
- Scotland: [Just culture | Turas | Learn](#)
- Wales: [Fair, Together, Healthy, Compassionate Culture - HEIW](#)