Civility
SAVES LIVES

NHS
Sherwood Forest Hospitals
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Healthier Communities, Outstanding Care

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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. Piorath C, Pearson C. Harv Bus Rev. 2013 Jan-Feb:91(1-2):114-21, 146.

There is academic evidence to support the fact that rudeness upsets colleagues, and can have a negative impact on patient care.

Civility fosters good relationships, builds trust and supports a compassionate and inclusive culture.

If you would like to find out more please contact the training and development department to book on the Civility course

What is Civility

- Respect
- Politeness
- A willingness to engage in genuine communications
- Intention to seek common ground
- Good manners
- Having a conversation starting with, "how are you today?"
- Holding a door open
- Listening

We are in this together | Just do the best that you can do | Look out for each other | Its ok not to be ok