

# Civility

## SAVES LIVES



Sherwood Forest Hospitals  
NHS Foundation Trust

Healthier Communities,  
Outstanding Care

Sherwood Forest Hospitals  
NHS Foundation Trust

### INCIVILITY THE FACTS

What happens when someone is **rude?**

<b>{80%}</b> of recipients lose time worrying about the rudeness	<b>{38%}</b> reduce the quality of their work
<b>{48%}</b> reduce their time at work	<b>{25%}</b> take it out on service users
<b>WITNESSES</b> <b>{20%}</b> decrease in performance <b>{50%}</b> decrease in willingness to help others	<b>SERVICE USERS</b> <b>{75%}</b> less enthusiasm for the organisation

Less effective clinicians provide poorer care

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

## CIVILITY SAVES LIVES

The price of Incivility. Porath 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