



Civility Saves Lives: Frequently Asked Questions



What is Civility Saves Lives?

Civility Saves Lives (CSL) is about how we treat each other at work. The CSL campaign aims to promote positive working relationships and raise awareness about how our behaviour with colleagues can have a direct impact on patient care and outcomes, and staff experience and wellbeing.

It is the responsibility of us all to work together and make conscious decisions about how we behave, so that everyone feels respected, valued, supported and empowered to carry out their work.

The campaign is grounded in research showing that even small acts of rudeness can significantly impact staff wellbeing, team performance, and patient safety.

Is Civility Saves Lives relevant to me in my role?

The campaign is relevant for – every member of staff across all areas of the organisation, clinical and non-clinical.

What is civility?

Acting with civility means being kind, compassionate, and treating others as we want to be treated ourselves.

This includes behaviours such as:

- saying please, thank you, and excuse me
- demonstrating kindness
- mutual respect
- good communication and feeling listened to
- friendly tone
- consideration and patience
- constructive and compassionate feedback.

What is incivility?

Acting with incivility means being rude, dismissive, using unsociable speech or behaviours, or being unprofessional. It is defined by how the recipient interprets it and how it makes them feel, even if this was not the intent.

Although it is often considered lower-level behaviour, it has serious consequences for those on the receiving end, and for those who witness it.

This includes behaviours such as:

- being spoken over or dismissed
- being unkind, impatient, and disrespectful
- using an unfriendly tone or swearing
- taking frustration out on others and lacking consideration
- being aggressive, verbal outbursts (not necessarily towards someone)
- rolling your eyes, tutting, or other dismissive body language.

How does incivility or rudeness impact us as staff?

There is compelling research evidence that incivility in healthcare settings can have severe consequences for staff wellbeing, attendance, turnover, productivity, and quality of work.

And it's more common than you may think. In a survey, up to 90% of respondents had personal experience of incivility and 98% had witnessed it as part of a team.

As a result, people spent less time at work, more time avoiding people, and were less productive. Going further, around 12% left their job.

How does incivility or rudeness impact our patients?

When we experience rudeness or negative behaviours, this impacts how well we can do our jobs.

Evidence shows that negative staff behaviours can impact our ability to deliver care to patients:

- Being embarrassed or humiliated by an interpersonal incident can reduce an individual's ability to think by up to 80% for up to several hours.
- In critical incidents, around 70% of fatal or near fatal events have a preceding incidence of incivility in the previous few hours.

- It reduces team performance by around 25% and enthusiasm for staying on by around 50%.
- If staff are in an educational capacity, the ability to learn is significantly reduced if they are stressed.

How does our wellbeing impact our ability to do our jobs and treat each other with kindness?

When our wellbeing suffers, it can feel more difficult to extend kindness to others.

It is important that we look after our own mental health and wellbeing so that we can bring the best version of ourselves to work.

You will find resources on [Staff Support And Wellbeing - NHSGGC here](#).

What is a Civility Lead?

Civility Leads are trusted colleagues who can offer support to members of staff who have been affected by specific incidents of rudeness or uncivil behavior and feel unsure what to do next. Their role is to provide a confidential listening ear and help you work out the steps to resolve issues in a positive and compassionate way.

Civility Leads undertake a training programme to help them develop appropriate skills for the role, including active listening and coaching approaches.

All interactions and discussions with a Civility Lead are strictly confidential.

If you are unsure how to address an incident, you can contact a Civility Lead - find out more about Civility Leads, [here](#).

What is a Civility Champion?

The role of Civility Champions is to promote and raise awareness of CSL within their own teams/ services, helping to bring understanding about why paying attention to how we work together and treat each other matters.

Civility Champions are part of local groups which meet regularly to share updates, strategies, and develop Civility Saves Lives practices across the organisation, linking with managers in their own service to raise awareness. Civility Champions also encourage their teams to think about the small things,

initiatives, gestures, and activities that make a difference in boosting morale and creating a positive workplace.

There are many colleagues across the organisation who have signed up as Civility Champions. They can be from any profession, band, or service and have an enthusiasm and interest in supporting positive ways of working.

If you are interested in promoting civility, want to find out more about becoming a Civility Lead, or joining a local Civility Group, speak to your line manager.

You can also find out more about Civility Champions [here](#).

What can I do to promote civility?

- Be aware of the CSL campaign and use the hub on Sharepoint for more information and resources: [GGC Civility Saves Lives October 2024](#)
- Treat others as you would like to be treated yourself
- Actively listen and acknowledge what others' are saying, respecting different points of view and experiences
- Acknowledge a colleague for their kindness and compassion, and think about how you can make them feel valued
- Add civility as a standing item at your team meetings