



**CIVILITY SAVES LIVES**  
*Calling it out with Compassion*

**Julie Pearson**  
**Senior Organisational Development Advisor**  
**Acute and Corporate Services**

## AIMS OF CSL CAMPAIGN in NHSGGC

***The single biggest factor in how we perform is how we treat each other at work***

- To create, enable and maintain positive workplace relationships.
- To promote civil, caring, kind and compassionate interactions to improve workplace culture.
- To be more aware of our own behaviours (positive & negative), and choose ways that value & respect others
- To raise awareness of unprofessional and unproductive behaviours.
- To understand the negative impact that rudeness (incivility) can have.



## BACKGROUND

- CSL Co-Founders : Dr Chris Turner and Dr Joe Farmer
- Self-funded collaborative national project
- Research-based
- Raising the power of civility in healthcare
- Importance of respect, professional courtesy, valuing others
- Calling out rude behaviours with compassion and respect
- Growing the grassroots movement & ethos
- Origins in clinical settings, but relevant to all settings and staff groups.

***“Civil work environments matter because they  
reduce errors, reduce stress, improve patient outcomes and quality of work”***





# INCIVILITY IS...

## Rude, offensive or unsociable speech or behaviours

Low-level, undermining behaviours which would not usually involve formal procedures

If not addressed, can have a cumulative impact, escalate into deeper problems

Behaviours which go against respectful social norms & workplace conduct

Disrespectful,  
unprofessional, and  
not valuing others



# UNPROFESSIONAL BEHAVIOURS

## Passive

- Not participating with team
- Inadequate notes
- Avoiding meetings
- Doesn't answer calls, emails, pagers etc.
- Persistent lateness
- Non-participation in meetings
- Not communicating / ignoring colleagues

## Micro Behaviours

- Not recognising or thanking others
- Interrupting or talking over
- Ignoring or dismissing
- Undermining, belittling
- Negative posture/ body language
- Gossiping
- Non compliance of policies etc.
- Inappropriate jokes

## Aggressive

- Verbal outbursts
- Negative/ abrasive interactions
- Constant & unjustified criticism
- Swearing
- Intimidating others
- Publicly degrading team members

CONTINUUM



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## IMPACT OF INCIVILITY on RECIPIENTS



**The impact is how it is interpreted by the recipient** – it is founded in how people feel about the actions/ words of another, regardless of the intention of the other person

**It reduces how we think**, undermines productivity, performance, wellbeing and ability to do our jobs, until all we can focus on is the rudeness, which affects our focus, attention, effort & energy



**Impact - Decrease in patient care = clinical risk**

## *Why it Matters....*

### IMPACT OF INCIVILITY on RECIPIENTS



**Survey : 90% had personal experience of incivility and 98% had witnessed it as part of a team.**





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## WIDER IMPACT OF INCIVILITY

### On WITNESSES

**50%**  
make drug  
calculation  
error

**20%↓**  
performance

**50% ↓**  
willingness  
to  
help others

### On PATIENTS & CARERS

**75%**  
Less  
supportive  
of the  
organisation

**66%**  
feel anxious  
dealing with  
staff

**More likely**  
to complain,  
litigate,  
not trust

**High**  
risk to  
organisation

**Impact - Decrease in patient care = clinical risk**

## CIVILITY MATTERS





## NHSGGC 3 PILLARS FOR PROGRESS

### Awareness

All staff need to be aware of the campaign & the impact of incivility on patient safety, staff wellbeing and performance. Opportunities created to allow everyone to reflect on the impact of their own behaviours and interactions with others

### Role Modelling

Leaders at all levels support and enable the conditions for kind and compassionate workplaces, address incivility, and that they also present as effective role models.

### Empowerment

Fostering a culture where staff feel safe and empowered to speak out and address rudeness & incivility in a compassionate and respectful way when it happens, that is constructive and available to all staff

## EMBEDDING CSL



**GGC CSL Group,** communication campaigns, promotional activities



**Local Champions Groups** – Initiatives for awareness raising and campaigns



**Teams** emphasise constructive actions to foster kind and compassionate work environments



**Align with other priorities,** initiatives, eg GGC objectives, strategies, Investors in People, team effectiveness, Peer support



Addressing issues with compassion. **Separate from HR policies/ process**



Identification and training of **Civility Leads**

## SUPPORT ROLES

### CHAMPIONS

A visible advocate, to raise awareness in local teams, model civility, promote positive behaviours & kindness, encourage team discussions, share resources, and support morale.



### LEADS

Trained to support colleagues to address uncivil behaviours, provide a listening ear, support and empower staff to call it out with compassion, and be an advocate if needed.



## POSITIVE WORKPLACE CULTURES

Focus on the  
positives, not just the  
things that go wrong

Set up a Happy  
Board

Awareness of mental  
health & wellbeing and  
access to resources

Cake/ sweetie  
Fridays; Payday  
Cake day

Welcome pack for  
new staff

Encourage ideas from  
colleagues – boost  
morale, motivation

Ensuring everyone  
has breaks, food,  
hydration, fresh air

Say Thank you,  
smile, say hello,  
make people feel  
good

Acts of Kindness,  
Compassion

Appreciate and recognise – eg 'Mug of the month', Success  
Register, Thank you cards, Praise app, Staff Awards

## OUR APPROACH

- Promotes civility, kindness and proactive compassion
- Works for all staff, everywhere
- Involves everyone, built on shared commitment
- Creates a common, relatable language
- Grows naturally and sustainably
- Resolves most issues informally
- Supports a positive, safe work environment





YouTube [here](https://youtu.be/4RUIhjwCDO0?t=2),

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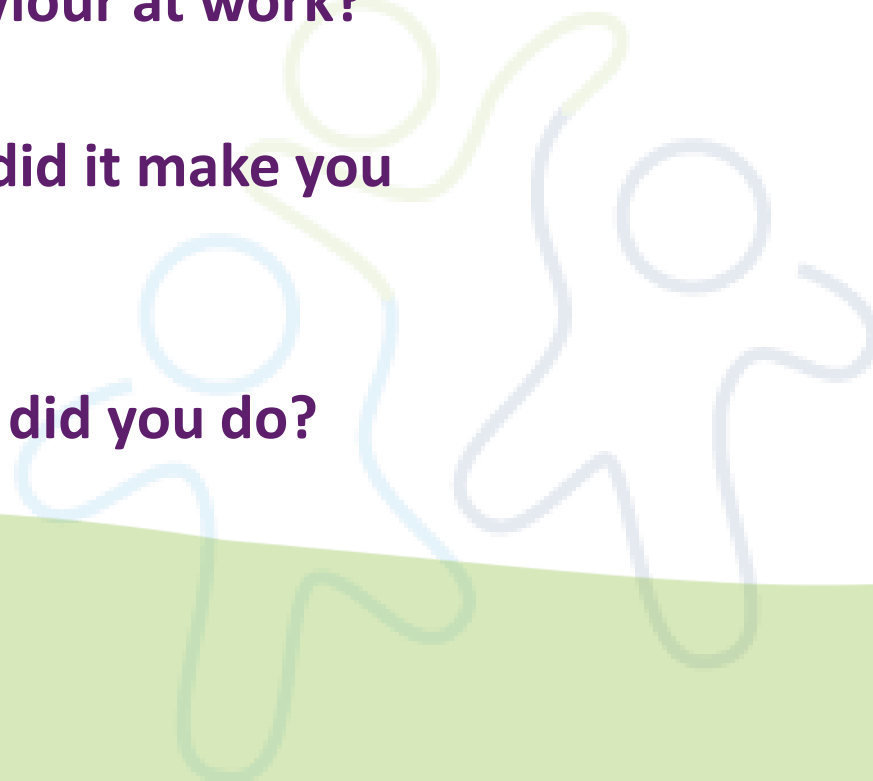
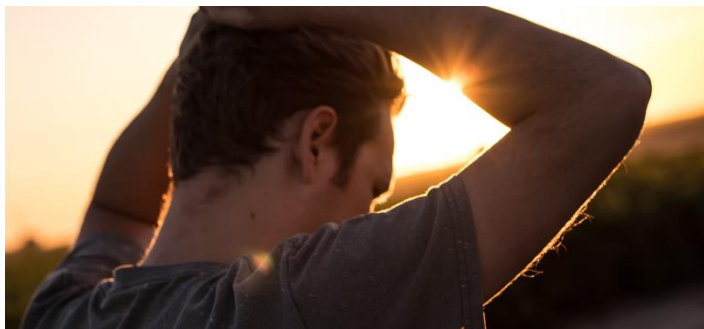


## YOUR EXPERIENCES

**Have you personally experienced or witnessed incivility / rude behaviour at work?**

**How did it make you feel?**

**What did you do?**



## YOUR REFLECTIONS



**How can you help raise awareness about the power of civility, kindness, compassion?**

*(and the impact that incivility has on wellbeing, performance and patient care)*

**What simple things can you/ your team/ service do** to boost morale, support a positive, caring workplace?

## FURTHER RESOURCES

**CSL SharePoint Site:** [GGC Civility Saves Lives](#)

**CSL National Website:** [Home | Civility Saves Lives](#)

**Ted talks :**

**Dr Chris Turner :** <https://www.youtube.com/watch?v=4RUIhjwtCDO0>

**Christine Porath :** <https://www.youtube.com/watch?v=YY1ERM-NIBY>

**In Progress :**

- Communications campaign, videos, articles
- GGC-wide activities to tie into World Kindness Day 13 Nov '25
- E-Learning Module
- Scenario videos
- New Champions Training
- Civility Leads Training
- CSL Intro leaflet & other promotional materials
- Managers' Pack



*Thank you!*



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