

# The Importance of Being Civil in Health Care

# **hello** my name is...

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# Aims of today

❖ I will be aiming to raise awareness of the power of civility in health care

❖ Be an advocate of the importance of civility within your environment.



# My Story



- 48th year in the NHS
- 44 years in the Operating Theatres at Sherwood Forest
- Received incivility
- Staff survey results mentioned culture was poor +3 years
- Researched CSL
- Made contact with CSL team- Chris Turner/Joe Farmer
- Met Senior Line Managers/OD
- 3500 staff members to date
- 1300 external
- Spoken on Radio 2 JV show
- Written 3 articles





# Being Civil is

- Listening to people
- Being polite, being respectful, The way we behave towards each other counts
- Valuing people as individuals
- It isn't always easy, especially in a stressful environment
- Caring and Supporting
- How we conduct ourselves in practice





## Civility science is new

From 1996 to 2000 there were 23 papers

From 2011-2017 there were 1700





## What is rudeness/incivility?

- Talking over someone
- Belittling & undermining
- Stubborn/non-cooperative
- Shouting
- That's just the way it is
- That's just "him/her"
- Eye rolling
- Tutting
- Even emails or SMS

A simple, stylized tree icon with a thin black trunk and several rounded, overlapping green and blue shapes representing foliage, positioned to the left of the text.

**Rudeness is defined by the interpretation of the recipient, regardless of intent**



## EVIDENCE

For mild to moderate rudeness:

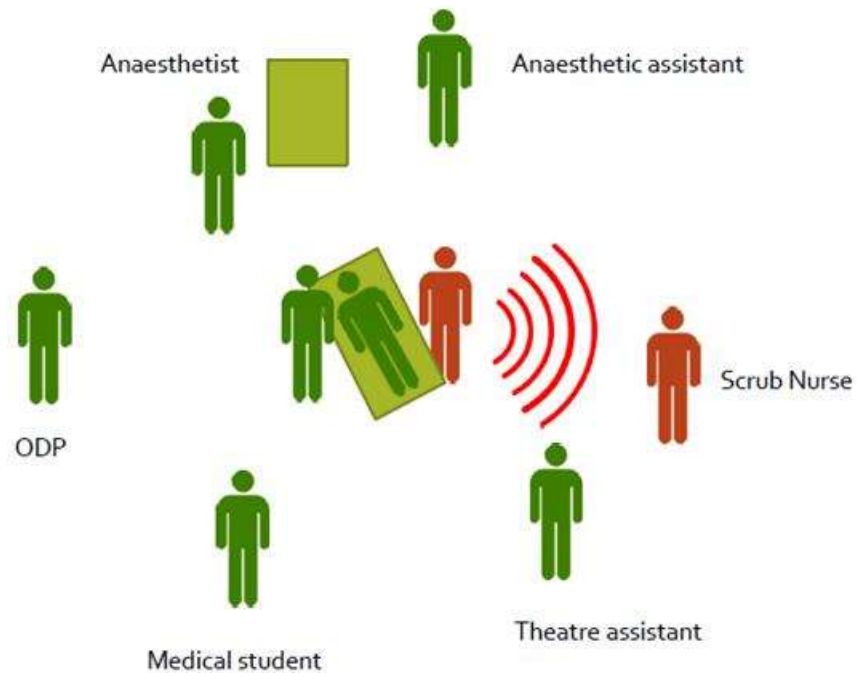
- 61% reduction in cognitive ability

And for the onlookers a 20% reduction in  
cognitive ability

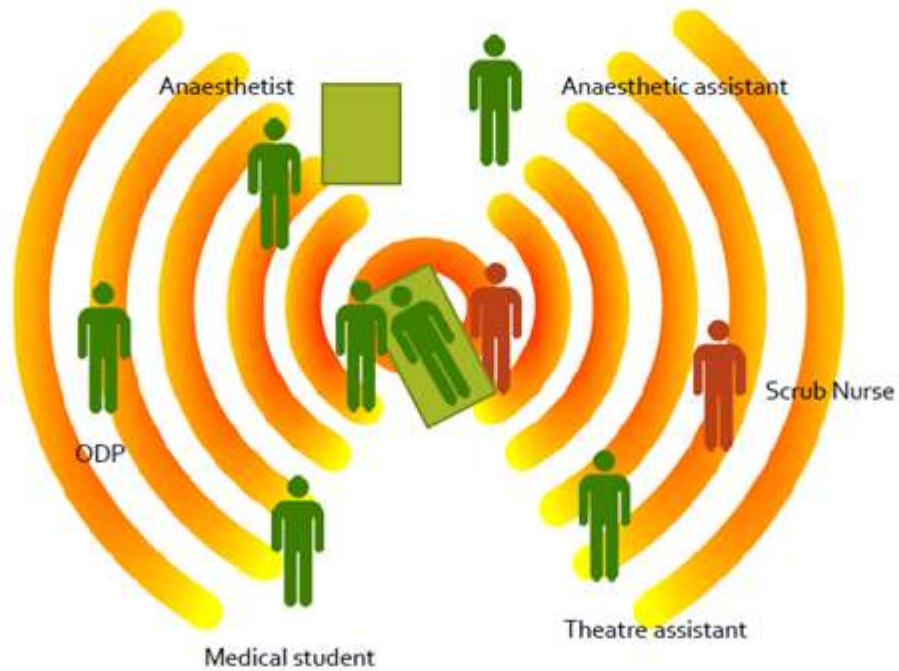
AND they are 50% less likely to help others  
following the incident



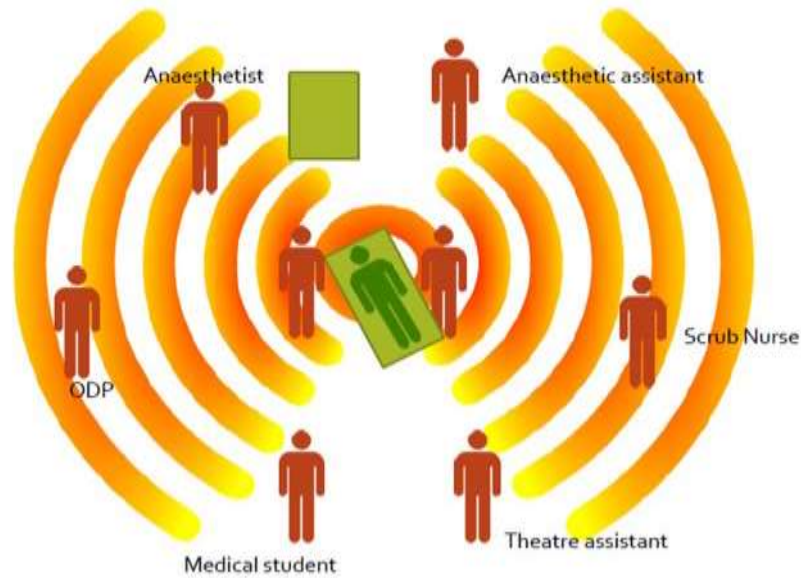
# In a surgical setting...



# In a surgical setting...



# In a surgical setting...





# The Impact you have had on me

- Cognitive behaviour has changed
- My normal rationale has disappeared
- I can't reply logically
- I cant think straight
- I'm very anxious
- Would we talk to the Medical Director like it?
- Would we talk to the Chief Nurse Like it?
- Would we talk to a patient like it?
- Should we talk to each other like it?



A large black circle with a double-line border, containing the text 'Calling it out with compassion' in a light blue, cursive script font. The text is centered within the circle.

Calling it out  
with  
compassion



# Having the difficult conversation

## Calling it out with compassion

1

You're going to  
deal with it  
yourself

**C** – Confront the behaviour

**U** – Understand each  
other's position

**D** – Define the problem

**S** – Search for a solution

**A** – Agree a way forward



# Take home messages



Sherwood Forest Hospitals  
NHS Foundation Trust

## **Incivility**

- Incivility/Rudeness makes people less effective
- Incivility/Rudeness impacts on my well-being
- Incivility/Rudeness has to be unacceptable!

## **Civility**

- Foster politeness
- Consider how we say things may have consequences
- Remember your Trust CARE values.
- #BeKind



**HOW WE BEHAVE TOWARDS  
EACH OTHER IS THE  
SINGLE GREATEST FACTOR  
IN HOW WELL OUR TEAMS  
WILL PERFORM**

**#SAFETY #QUALITY  
#WELLBEING #JOYATWORK  
CHRIS TURNER**

