

When we permit rudeness our patients die
unnecessarily



CIVILITY SAVES
LIVES

@civilitysaves



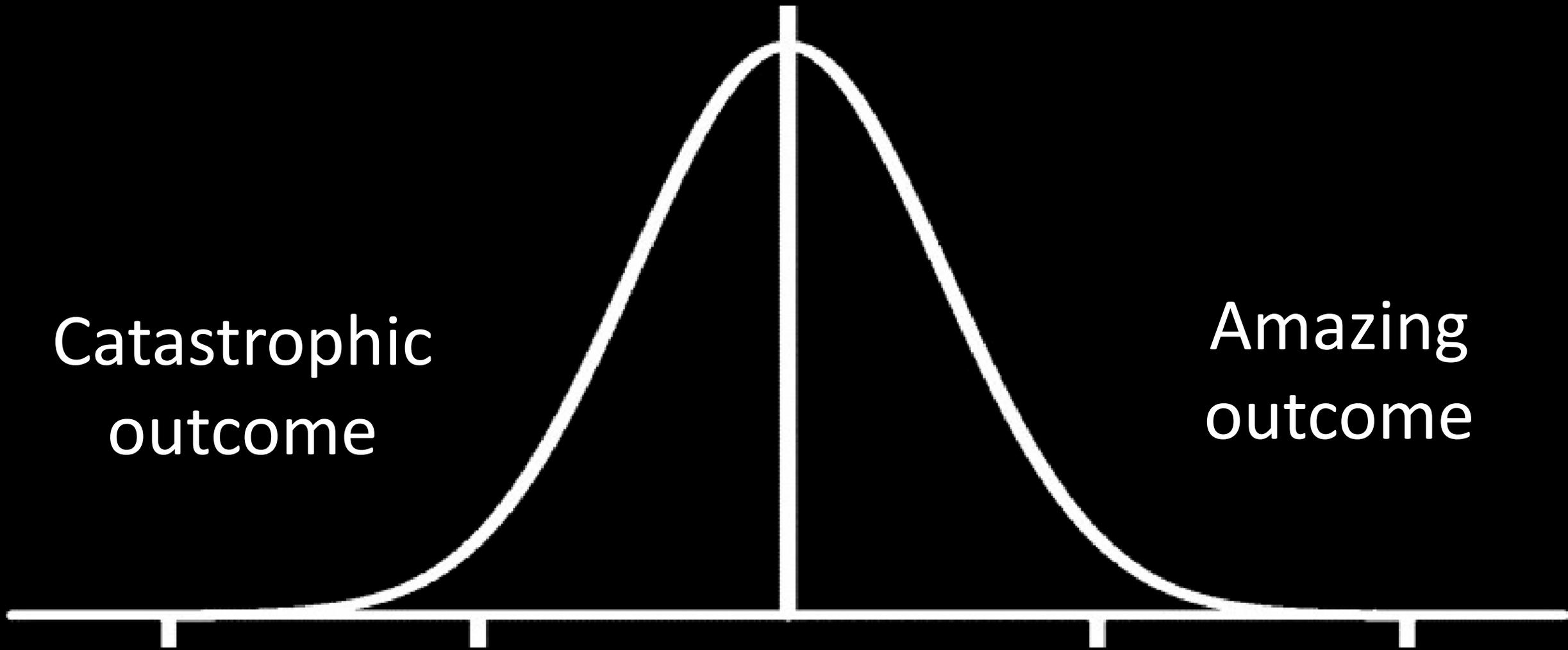




Variation in outcomes for complicated/complex situations

Catastrophic
outcome

Amazing
outcome





40%

How we behave towards each other is the single greatest factor in how well competent teams perform.

Incivility

Have you seen rudeness at work?

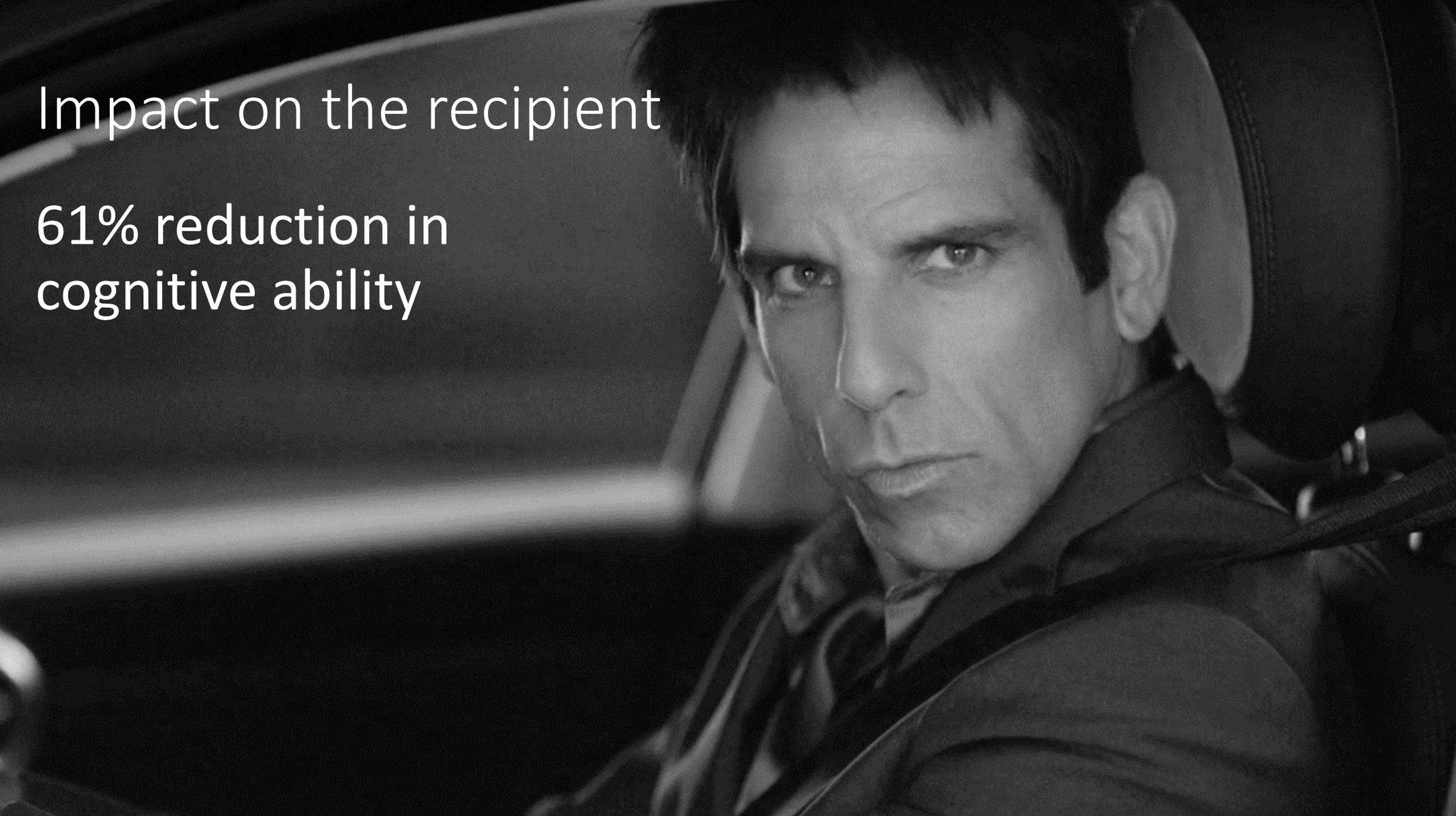


How did it
feel?

How did you respond to the rudeness?



1 2 3 4

A black and white photograph of a man with dark hair, wearing a dark jacket, sitting in a car seat. He is looking back over his right shoulder towards the camera with a serious, intense expression. The background is dark and out of focus, showing the interior of a car.

Impact on the recipient

61% reduction in
cognitive ability



Impact on staff onlookers

20% decrease in performance.

50% reduction in willingness to help others.

A black and white photograph of a person with long, dark hair sitting on the floor in front of a door. The person is looking away from the camera, towards the right. The door has a handle and a lock. The person's hands are clasped together in their lap. The overall mood is somber and reflective.

Impact on
patient/relatives

75% less enthusiasm
for the organisation.

66% feel anxious
dealing with
employees.



Impact on the
person being rude

Made the team stupid!



My mum



A vast field of sunflowers stretches towards the horizon under a bright, hazy sky. The sunflowers are in full bloom, with their characteristic yellow petals and dark brown centers. The perspective is from a low angle, looking across the field. The overall atmosphere is warm and optimistic.

what a brilliant opportunity....

civility saves lives

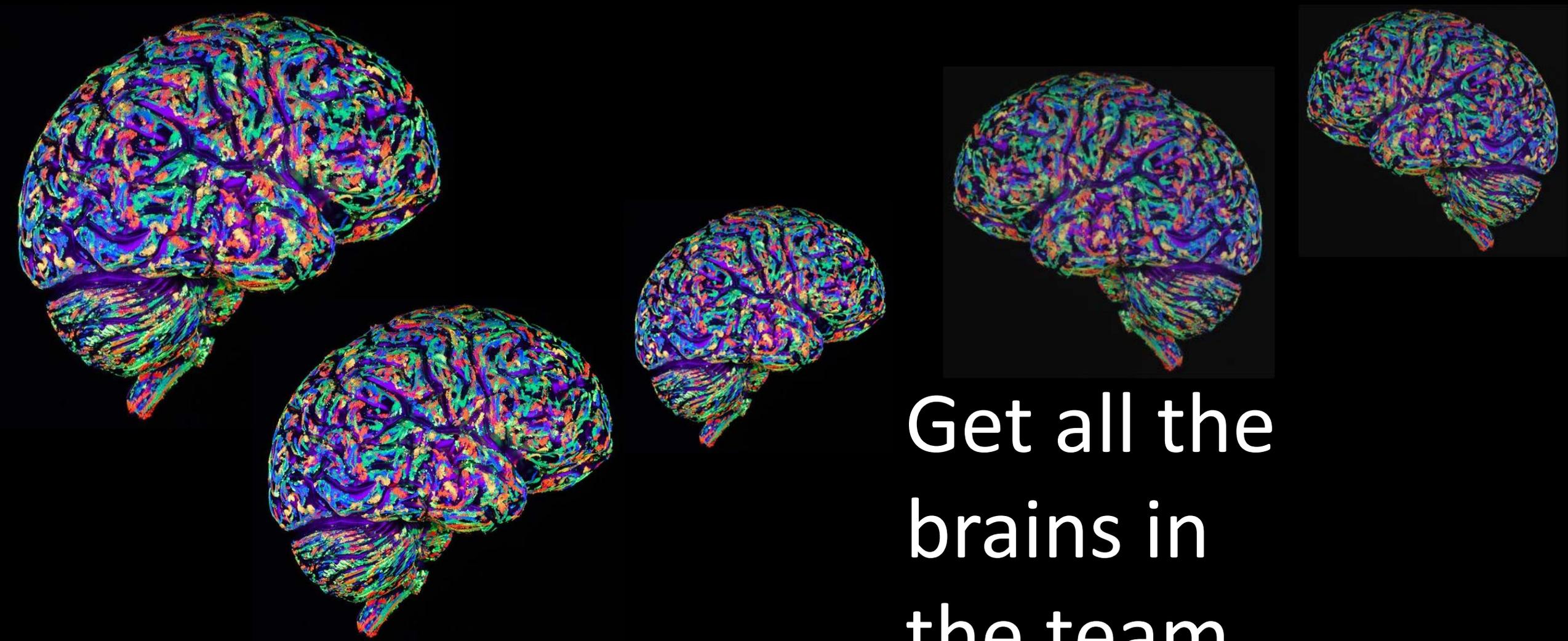


CIVILITY SAVES
LIVES



**\$2.2m more in
equal opps
lawsuits**

**\$26m more in
sickness pay**



Get all the
brains in
the team
online

Impact on the recipient

- 80% lose time worrying about this.
- 78% reduce their commitment to work.
- 63% lose time avoiding the offender.
- 48% reduce their time at work.
- 38% reduce the quality of their work (deliberately).
- 25% take it out on customers/patients.
- 12% leave

