

# 5 Minute Flashcards

## Card 7: Civility

What is civility? How about incivility?

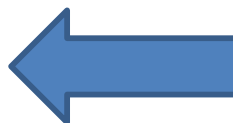


### True or false?

1. 40% of recipients of rudeness lose time worrying about it
2. 38% of recipients of rudeness reduce the quality of their work
3. 20% of *witnesses* of rudeness reduce the quality of their work
4. 50% of *witnesses* of rudeness are subsequently less likely to help others
5. Bullying is estimated to cost the NHS in excess of £2billion per year



Is this only relevant to healthcare? Do other organisations have civility codes?



Who sets the tone for civility in the operating theatre? And who is responsible for standing up to it?

# Card 7: Civility

Civility is politeness and courtesy in behaviour and speech.

Incivility is the opposite. It could be rudeness, belittling others, speaking over someone, being inconsiderate, not valuing others' contributions... and lots of other things besides.

There is good evidence that incivility reduces team performance.



1. False. 80% lose time worrying about it
2. True
3. True
4. True
5. True. This includes costs from staff absenteeism, compensation and litigation, and reduced productivity



Lots of organisations recognise the importance of civility.

Famously, the New Zealand All Blacks have a "No d\*\*\*heads" policy. This is enforced by the players themselves: if anyone is rude, the others immediately call them out on it.

The bottom line: teams perform better when people are kind.



A culture of civility is often set by leaders. In theatre, leaders include the nominated team leader, doctors (anaesthetists and surgeons), and staff who have been part of the team for a longer time.

Everyone is responsible for standing up to incivility. But the recipient of incivility often feels unable to. So if you witness rudeness or incivility, call it out.