CIVILITY MATTERS

Health care employees who work in a civil environment make fewer errors, are more resilient and happier at work.

Civility makes good teams *EVEN better*.

Interior Health
Every person matters

VERNON JUBILEE HOSPITAL PHYSICIAN SOCIETY
vernonphysiciansociety.ca

SSC SPECIALIST SERVICES COMMITTEE

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An SSC Initiative

Every Health Care Worker's
Bill of Rights

I have the right to...

- be treated with respect and dignity.
- experience and express my own feelings.
- be heard and to be taken seriously.
- have a clear sense of what is expected of me at work.
- feel valued and trusted to fulfill my duties.
- take pride in my work and take responsibility for it.
- feel safe to ask questions.
- voice a concern and discuss it without fear of retribution.
- learn lessons free from humiliation.
- take restorative time for myself.
- feel great about myself, but not at the expense of others.
- experience JOY at work

Interior Health
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Civility - What is it?

Civility is the **intentional**, conscious awareness of the impact that our thoughts, behaviour and words have on the quality and consequence of our social and professional interactions.

Being considerate of one another improves morale, efficiency and job satisfaction.

Civility is the glue to effective teams and optimal team dynamics.

By working together and nurturing a culture of civility, we support each other and enable each of us to work to our full potential.

Caring for one another makes teams more resilient to workplace challenges.

What can I expect from the Project?

A *facilitated* session series designed to:

- Provide a vital skillset and guidelines on how best to deal with incivility
- Prioritize self-care & bolster self-empowerment
- Set boundaries for acceptable behaviour - since ignored behaviour is condoned behaviour

Through civility, collective well-being and team performance are optimized

CIVILITY MATTERS
The Team Boost

Project funding supported by:

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CIVILITY MATTERS

THE FACTS

- 98% of people polled experience uncivil behavior on the job
- North Americans experience incivility an average of 2.4 times a day

Recipients of incivility are:

Less Effective
- **60% reduced performance** & quality of work that can last for 8 hrs or more
- 30% less creative

Absent
- 50% reduce time spent at work
- 25% eventually leave the job

Unkind to Others
- 25% take it out on others within and outside our department

Disengaged
- 80% report less enthusiasm for the organization.
- 50% intentionally reduce work effort

Witnesses exhibit:

Reduced Performance
- **20% reduction in work performance**

Reduced Helpfulness
- 50% less likely to help a colleague or patient who asks for assistance

Absent
- 20% eventually leave the job

Civility provides teams with a BOOST

Increased Performance and Productivity
- **30% more productive**
- 92% greater focus and prioritization

Increased Team Orientation
- 55% increase in team member engagement
- 60% of team members are more willing to share information
- 60% more likely to seek information from others

Increased Happiness at Work
- **90% greater enjoyment and satisfaction at work**
- 20% reduction in staff turnover

Increased Morale, Physical and Mental Health
- 56% improvement in health and well-being

References:

Mastering Civility - A Manifesto - Susan Porath
The No Asshole Rule - Robert Sutton
Human Solutions Report, Under Pressure
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CIVILITY MATTERS

COMMITTING TO CIVILITY

Mindful awareness of the impact that our thoughts, behavior and words have on others improves the collective well-being at the hospital.

Health care workers who work in a civil environment have more positive outcomes in healthcare, are more resilient, feel more valued and are happier at work.

Civility is the glue to effective teams; making good teams EVEN better by allowing each of us to work to our full potential.

EVERY HOSPITAL WORKER'S BILL OF RIGHTS

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- *experience and express my own feelings.*
- *be heard and to be taken seriously.*
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Do RIGHT

Rather Than

Be RIGHT

CIVILITY MATTERS

Don't be a Firefighter

We are healthcare professionals

Resist the temptation to rescue co-workers

Empower them instead

Encouraged Golden Rules

The following tips can help staff be proactive in creating a congenial and team orientated work environment:

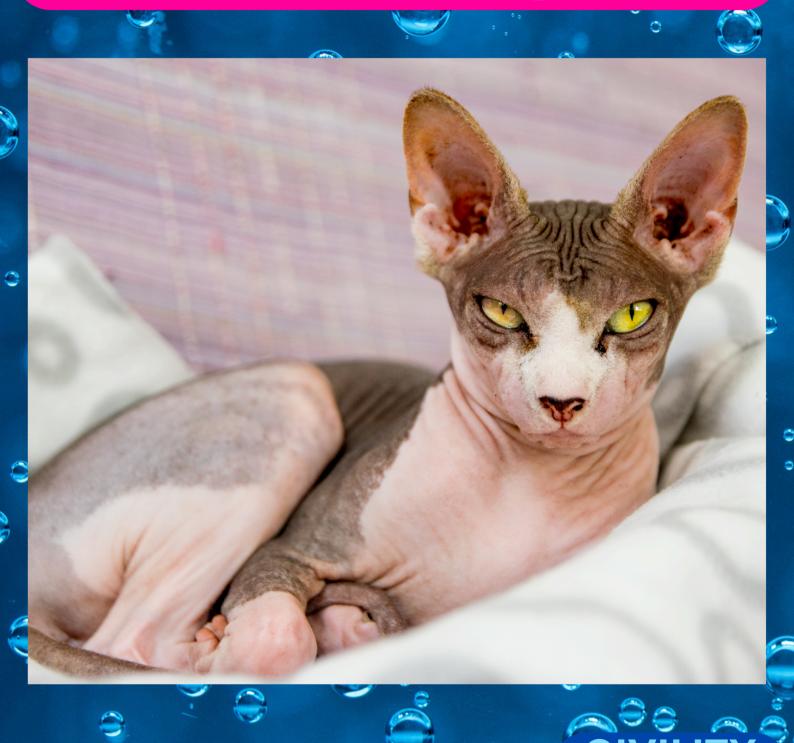- Treat all hospital staff equally, regardless of role, with dignity and respect.

- Let silence do the heavy lifting. Before acting, allow a pause - consider the impact of your words and actions on others.

- Assume good intent. Be careful about making assumptions about other people's behavior and intent based on your values, beliefs, and customs.

- Be forceful on the issue/behavior, but not on the person

- Address incivility - A permissive environment is corrosive - it reinforces and can amplify the behavior

- Lean towards curiosity and move a step to understanding and away from judgement.

- Acknowledge the contributions of other employees & give credit where due.

- Avoid gossip. Consider talking to the person directly and not behind their back to co-workers or even managers.

- Consider feedback as a growth opportunity. Avoid construing it is a personal attack.

- Avoid getting emotionally hijacked - understanding your triggers or "hot buttons" allows you to manage your reactions and maintain your professionalism

- Consider prompt & sincere repair behaviour - be open to feedback and apologize after saying or doing something offensive.

- Respect each other's time commitments.

- Maintain a sense of humor.

CIVILITY MATTERS

What behavior are you ignoring today?

Allowed behaviour is Condoned behaviour

Curiosity Killed the Incivility Cat

CIVILITY MATTERS

Civility is the *intentional*, conscious awareness of the impact that our thoughts, behavior and words have on the quality and consequence of our social and professional interactions.

It is a way of living life with citizenship and compassion to ease the experience of others.

Through positive, respectful communication, EVERYone has the power to improve morale, performance in teams and collective well-being.

Civility is essential for achieving our strategic priority of health and safety in the workplace.

Everyone that works or visits our healthcare facility has a right to do so without fear of mean-spirited behavior, humiliation, or retribution

TEAMS THRIVE & PATIENTS SURVIVE WHEN

CIVILITY MATTERS

More of US

>>

Less of me

CIVILITY
MATTERS

NO SPRAY ZONE

Workplace Skunks Kill the Joy

Change how we work, lead and live our lives

By chosing civility in the workplace

Team members will follow you, support you and work hard with you

Be the Balloon

Look for daily opportunities to LIFT people up in their day

Lead with Warmth

CIVILITY
MATTERS