

Date and Time: 7th of October 2019 at 19:00- 20:00

Subject: Incivility or rudeness at work: how does this effect you?

This chat will be moderated by: Nicki Credland (@credland_nicki) on behalf of the BACCN using @BACCNUK with the following hashtag: #incivility

BACCN Twitter Chat was launched during the #BACCNConf2016 in Glasgow and it's been great exploring all your views and opinions on subjects that matters to us all. For our first chat post #BACCNConf2019 we'll be discussing incivility in the workplace.

Incivility or rudeness is a relatively mild form of interpersonal aggression particularly seen in high-intensity, service-oriented organizations such as critical care. It has been shown to have adverse consequences on clinical decision making, diagnostic and procedural performance. Rudeness from relatives results in statistically significant poorer team performance from teams under stress. Diagnostic and procedural interventions are worse with incivility. Porath et al. (2013) suggest that 38% of recipients reduce the quality of their work when faced with incivility. Although the rude behaviours regularly experienced by health care practitioners can seem benign, they may result in patient safety errors with potentially devastating outcomes.

With this in mind Nicki will be asking:

- 1) What does the term incivility mean to you?
- 2) How often do you encounter incivility in your normal working day?
- 3) How does incivility make you feel
- 4) Do you think incivility affects your decision making

So let's talk #incivility

Reading list:

1] Porath C, Pearson C. (2013) The price of incivility. Harv Bus Rev. 91(1–2):114–121, 146