

When we permit rudeness our patients die  
unnecessarily



CIVILITY SAVES  
LIVES

@civilitysaves











Complexity



Simple  
puzzle

High

Certainty about the solution to the problem.

Low

Simple  
puzzle

Hard puzzle

High

Certainty about the solution to the problem.

Low

Simple  
puzzle

Hard puzzle

Complicated

High

Certainty about the solution to the problem.

Low

Simple  
puzzle

Hard puzzle

Complicated

Complex

High

Certainty about the solution to the problem.

Low

But where do we get results in healthcare?  
And what do we test?

Simple  
puzzle

Hard puzzle

Complicated

Complex

High

Certainty about the solution to the problem.

Low

## Personal mastery

Simple  
puzzle

Hard puzzle

Complicated

Complex

High

Certainty about the solution to the problem.

Low



Personal mastery

Team mastery

Simple  
puzzle

Hard puzzle

Complicated

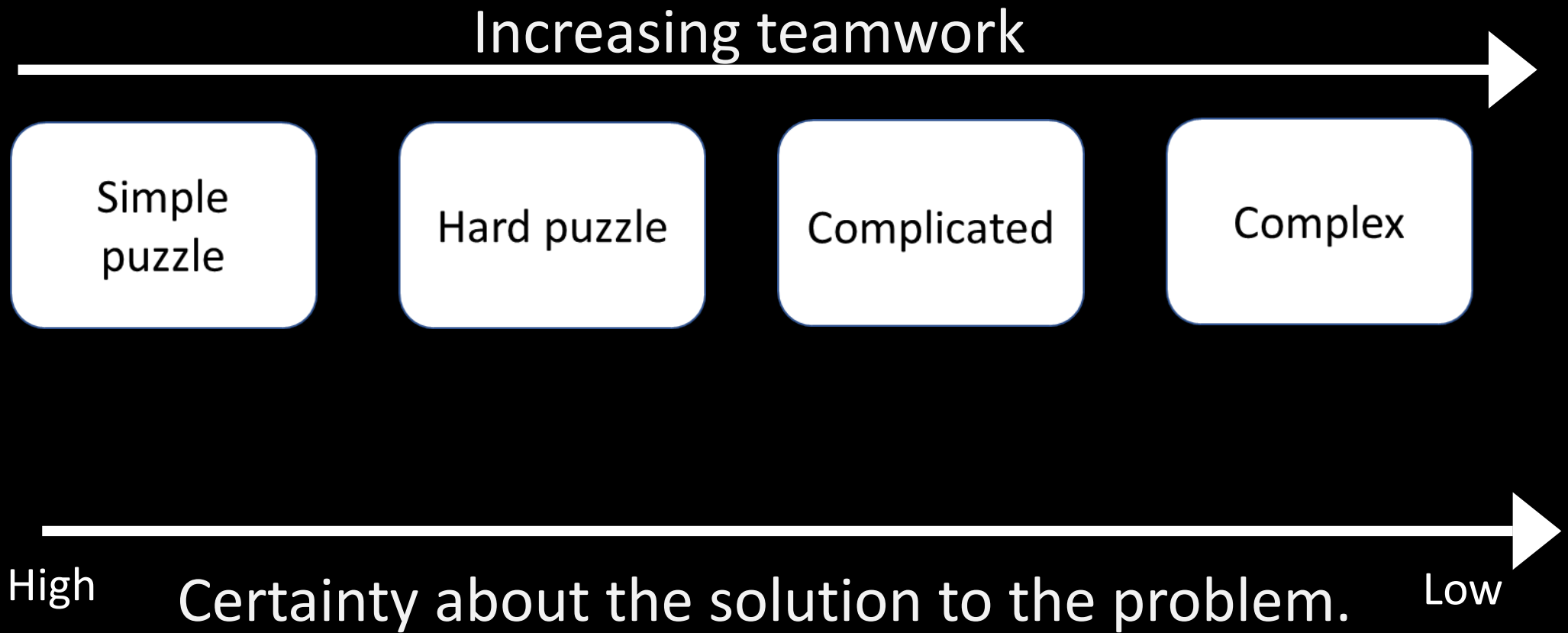
Complex

High

Certainty about the solution to the problem.

Low







Increasing ability to adapt plans



The diagram consists of three horizontal arrows pointing to the right. The top arrow is labeled 'Increasing ability to adapt plans'. The middle arrow is labeled 'Increasing teamwork'. Below these arrows are four rounded rectangular boxes containing the text 'Simple puzzle', 'Hard puzzle', 'Complicated', and 'Complex' from left to right. At the bottom, a third arrow is labeled 'Certainty about the solution to the problem.' with 'High' at the left end and 'Low' at the right end.

Increasing teamwork

Simple  
puzzle

Hard puzzle

Complicated

Complex

High

Certainty about the solution to the problem.

Low

In complicated and complex situations information sharing positively predicts performance

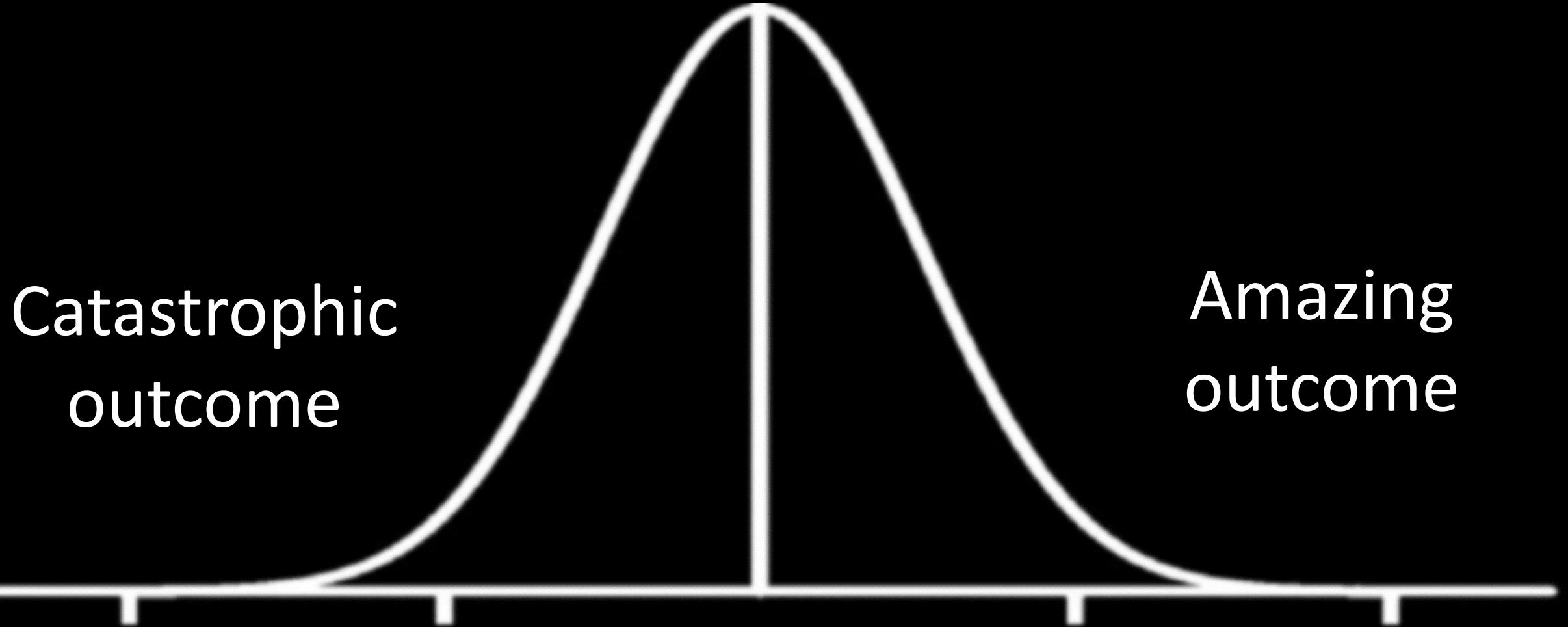


The pool of information





# Variation in outcomes for complicated/complex situations




Good leaders help the team turn on  
the tap of information



Incivility

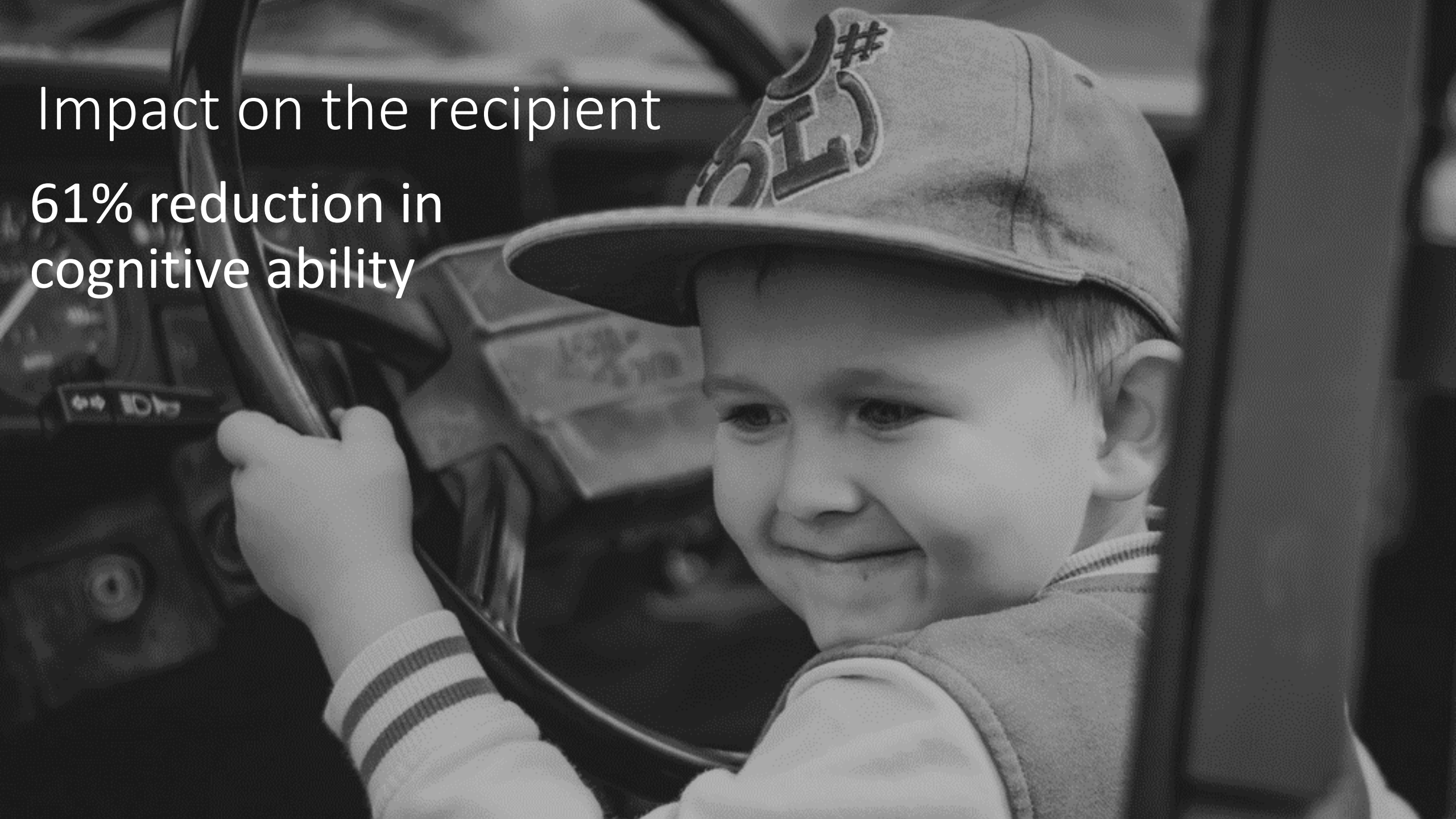
Have you seen rudeness at work?



How did it  
feel?

Impact on the recipient

61% reduction in  
cognitive ability





# Impact on staff onlookers

20% decrease in  
performance.

50% reduction in  
willingness to help  
others.







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 sky is a pale, warm yellow, suggesting a bright sun just out of frame or a very bright day. The overall mood is one of optimism and positivity.

what a wonderful opportunity....

civility saves lives

@civilitysaves



CIVILITY SAVES  
LIVES

