

# INCIVILITY

## T H E F A C T S

### WHAT HAPPENS WHEN SOMEONE IS RUDE?

**80%** of recipients lose time worrying about the rudeness



**38%** reduce the quality of their work

**48%** reduce their time at work



**25%** take it out on service users

**Less effective clinicians provide poorer care**

### WITNESSES



**20%** decrease in performance



**50%** decrease in willingness to help others

### SERVICE USERS



**75%** less enthusiasm for the organisation

**Incivility affects more than just the recipient  
IT AFFECTS EVERYONE**

# CIVILITY SAVES LIVES

