Incivility Diary

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Incivility Diary

- The aim of this diary is to keep a record of your uncivil experiences over a period of two weeks.
- Each day you should write a brief description of any interactions where you felt uncivil behaviour was shown.
- Describe your thoughts, feelings and responses within that interaction.
- Note one positive and one negative aspect of the interaction.
- Consider any changes you will make going forward tohat you think will help you manage uncivil interactions.

Notes:

- If no uncivil behaviour occurs describe, and reflect upon, a positive interaction.
- The uncivil behaviour may originate with a client, co-worker or senior colleague and may be something you witness or experience directly.
- The uncivil behaviour may occur via email, phone, online or in-person.
- Reflection is personal and your experiences are unique to you, so write your reflections in any style you find appropriate.
- Remember to evaluate any aspect of any interaction that may constitute a learning experience.
- Take your time when reflecting - its important to think deeply about your experiences.
- Remember to structure your reflections as what, so what, now what.

Incivility diary, day 1:

Incivility diary, day 2:

Incivility diary, day 3:

Incivility diary, day 4:

Incivility diary, day 5:

Incivility diary, day 6:

Incivility diary, day 7:

Incivility diary, day 8:

Incivility diary, day 9:

Incivility diary, day 10:

Incivility diary, day 11:

Incivility diary, day 12:

Incivility diary, day 13:

Incivility diary, day 14:

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- **Reflection supports the development of personal insights and self-awareness. In this case those insights are tied to experiencing uncivil behaviours.**
- **Highlight the experiences where you have reported positive aspects, particularly where you felt you managed the situation well. Use those insights, and successful approaches, to support your management of uncivil interactions in the future.**
- **Consider the interactions where your reflection indicates a negative experience - thinking further on those experiences may help you to make sense of the situation. However, if you felt the situation had a negative impact on your wellbeing, or produced negative emotions (such as upset or anger) we would encourage you to seek support from your colleagues and organisations such as VetLife: https://www.vetlife.org.uk/**

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