



Incivility scenarios

Guidelines for group-based discussions.



Incivility scenarios



WHY USE SCENARIOS?

Research indicates that vignettes, or scenarios, are useful prompts for group discussion, particularly around sensitive issues. Scenarios are often used in educational settings to support reflection, develop problem-solving abilities and enhance group communication.

WHERE DID THE INCIVILITY SCENARIOS COME FROM?

The scenarios contained within this booklet were developed by academics and veterinary experts for research purposes. Each scenario was designed to reflect a specific type of uncivil behaviour, coming from an identified source.

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All of the scenarios presented here are based on real world behaviours and situations.

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General guidelines



1 Timing

The scenarios described on the following pages can be used as a set, or can be discussed individually. If you intend to discuss all six scenarios you will require at least one hour. If you plan to discuss one scenario you will need at least ten minutes.

2 Groups

The scenarios and associated questions are designed to be discussed in a group. As such you will need at least one other person from your workplace to engage in this task with you. If you will have more than four people present you should split the group into smaller teams of two or three people to facilitate discussion.

3 Scenarios

Although the scenarios are based on real-world behaviours each one is fictional. The scenarios are designed to be very short and can be read in minutes. Participants in the task should therefore be encouraged to begin discussion as quickly as possible. The scenarios are more reflective of small animal, rather than large animal practice.

4 Preparation

You will need a quiet room at your practice, or in an external location, for this task. The use of post-its for groups to record their thoughts is recommended as useful, and as a light touch record of the discussion. Pens and notepads are also useful additions.

Indirect incivility scenarios

Client incivility

You have an appointment with a CLIENT to talk them through the post-operative care required for their pet, as part of the patient discharge process. You take them into one of the available consultancy rooms and begin to explain what is required. Throughout the explanation the client does not look at you, instead they focus on their phone, texting and checking their Instagram feed.

Co-worker incivility

You and a COLLEAGUE (who has the same seniority level as you) are discussing the medication requirements for a new patient. As you chat about the case your colleague sits down at one of the practice computers. As you continue speaking your colleague opens up their personal email and starts responding to messages from their friends.

Senior colleague incivility

You would like to ask a more SENIOR COLLEAGUE a question about a client and they have agreed to have a quick chat with you in the staff coffee room. They nod as you enter the room but only look up from their laptop for a few seconds, before returning to looking at ebay. They do not look up, or stop scrolling through ebay, while you ask your question.



Consider each scenario and answer the following questions:

- What do you think would happen next?
- Do you consider this behaviour uncivil? Why / why not?
- Would a member of staff be adversely impacted by this behaviour? why / why not?
- If a member of your team experienced this behaviour and was upset by it what could you do to support them?
- How would most people respond to this behaviour in real-life? Why?
- What would the most effective way to respond to this behaviour be? Why?
- What support could your practice offer to reduce any adverse impacts of this kind of behaviour?

Direct incivility scenarios

Client incivility

A CLIENT has come into the practice to pick up their pet after some diagnostic tests. You bring their pet to them in one of the consult rooms. However, as you begin to discuss possible treatment options they snap 'its obvious you don't know what you are talking about, I want to speak to someone else!'.

Co-worker incivility

You are putting together a prescription for a client in a back room of your practice. You are around halfway through preparing the prescription when a COLLEAGUE (of the same seniority level as you) comes into the room and says 'why are you so slow?! Give it here I'll do it myself' and takes over preparing the prescription.

Senior colleague incivility

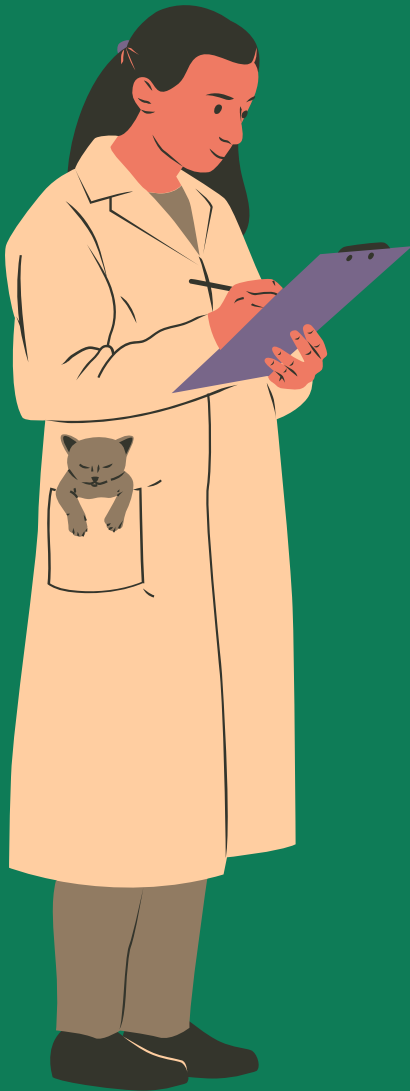
You are meeting a more SENIOR COLLEAGUE to chat about your interactions with clients. They question your approach to providing information to clients about their pets and say 'you give the impression to clients you aren't much good at your job, you need to put more effort in!'.

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Final words



- Encourage participants to consider their own reactions to the scenarios, and the reactions of others to enable comparison of perspectives.
- Try to include junior and senior staff in order to cross propagate learning.
- If possible have someone take notes, or gather in post-its after the discussion. Write up a short paragraph summarising any useful / action points and share with the group.
- If anyone has been impacted by incivility encourage them to seek support from colleagues and organisations such as VetLife.
- Encourage all participants to utilise the VIT resources to learn more about managing incivility.

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Veterinary staff highlight that a supportive practice culture is vital to help staff experiencing incivility.

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