



Using your
incivility guide

An introduction to using

**KEEPING IT CIVIL: A
PRACTICAL GUIDE TO
MANAGING INCIVILITY
IN VETERINARY
PRACTICE**

OPEN CONVERSATIONS

ENHANCE COPING MECHANISMS

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YOU GOT YOUR COPY OF THE GUIDE.... NOW WHAT?

We are thrilled with the level of interest in the guide!

There has been a wealth of reasons shared for requesting the guide. The aim of this short document is to share some of those reasons, along with some of our own suggestions, to give you ideas for using the guide across different contexts.

Amy

LET'S DO IT!





**THE GUIDE CAN
BE USED IN**

multiple **WAYS**

ACROSS *different*
CONTEXTS

Reported reasons

FOR REQUESTING THE GUIDE:

01

PRACTICE GUIDANCE

People reported that they planned to use the guide as a shared central resource for their practice. They also planned to use the guide to inform staff inductions, to support junior staff and to help guide leaders and managers in supporting others. Some people also suggested the guide would be useful to support mentoring activities.

02

MANAGING INCIVILITY ISSUES

Some of the reported reasons for requesting the guide related to current incivility issues. In those instances people indicated they would use the guide to help them open discussions about incivility, to enhance staff coping mechanisms, and to underpin incivility intervention development.

03

EDUCATION

Several requests for the guide came from Universities and Colleges engaged in veterinary and veterinary nurse training. In those cases it was suggested that the guide could be added to teaching materials and student reading lists, as well as being used to enhance student support and as preparation for student placements.

04

KNOWLEDGE GAIN

Many of the requests that came in for the guide talked about knowledge gain. This included for research purposes, to understand employee behaviour, to develop in-house training and support, as well as using the guide as a key reference.

05

POSITIVE CHANGE

Many people talked about using the guide to inform culture change within their practice or organisation. This included improving the work environment, enhancing equality, diversity and inclusion provision, and promoting civility.

Additional suggestions **FOR USING YOUR GUIDE**



TEAM DISCUSSIONS

Once everyone in your practice or organisation has had a chance to see, and read, the guide, you can then use the different sections to structure team discussions. Select the sections most relevant to you, then use the content to create a short list of discussion points. You can then discuss each point within your team, referring back to the guide as and when required.



QUICK REFERENCE

Ensure the guide is located in useful places around your practice - in the staff room, at the front desk etc. Staff can then use the guide as a quick reference by referring to the relevant section of the guide as and when difficult or uncivil situations develop. The colour coding should help staff find the relevant section quickly and easily.



DEVELOP PROTOCOLS

The guide contains a range of information regarding developing civil norms, setting up expectations regarding behaviour, and suggestions for practice based incivility interventions. You can use that information as the basis for developing tailored practice or organisational protocols, social contracts and guidance.



TRAINING

The contents of the guide can be used to update current training, and as the basis for developing new staff and student training. This could be encompassed within your usual staff inductions, to provide additional support for new staff. Or could be included in regular staff training and development.

Thank you
FOR READING

**WE HOPE YOU FIND YOUR INCIVILITY GUIDE USEFUL -
PLEASE DO GET IN TOUCH IF YOU WOULD LIKE TO
PROVIDE US WITH FEEDBACK ON THE GUIDE, ADDITIONAL
SUGGESTIONS ON HOW PEOPLE COULD USE THE GUIDE,
OR JUST FOR A CHAT ABOUT ALL THINGS INCIVILITY!**



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