

The North-West Civility & Respect Video Learning Resources

A Series of Five Video Learning Scenarios.....

.....created using the **lived experiences** and **verbatim words** of 50 North West Health & Care Colleagues.....



.....to highlight the inappropriate behaviours seen and heard in our workplaces and 'how' we can learn to deal with them in the moment.



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Our Journey.....

Dr Chris Turner tells us that civility saves lives.

We know that poor and inappropriate behaviour makes people sick and makes people want to leave their organisation. Most of us would say that there's no place for it in our work environments.

However, the 2023 National Staff Survey states that 16% (over 14,800) of our secondary care workforce still report bullying at work from colleagues and 9% (over 8,000) of our workforce from managers across the North-West.

The North-West Staff Experience & Retention Team wanted to have a regional focus on this, so in early 2024 we set up a working group of interested colleagues from across our Health and Care settings to focus on the inappropriate behaviours we see and hear about in the workplace, and how could we collectively address these.

As a group we:

1. Understood the causes of inappropriate behaviours experienced
2. Agreed the behaviour change we want to see
3. Identified the range of resources available and where the gaps might be
4. Developed a resource to support this gap.

After a period of desktop research into the wealth of resources available, the group decided there were lots of resources highlighting the theory, the what, the why, but very few focussing on the really practical 'how' colleagues can deal with inappropriate behaviour in the moment, i.e. how do you start the conversation, and therefore help prevent these behaviours escalating.

A very small funding pot allowed us to collaborate with Adam and his colleagues at 'Wake The Beast', a performing arts and theatre company, to create a series of 5 video learning scenarios.

The unique aspect in the creation of these videos, comes from Adam and colleagues at 'Wake The Beast' having conversations with 50 of our Health and Care colleagues from a variety of backgrounds, professions and organisations (including Primary, Secondary and Social Care), we also captured experiences from our Students and Doctors in Training, everyone willingly volunteered to share their lived experiences.

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Our Journey continued.....

These experiences and their verbatim words have developed the 5 videos acted out by 'Wake The Beast'.

Each scenario focusses on 'how' individuals can deal with inappropriate behaviours from the perspective of:

- the witness,
- the first listener,
- the victim,
- the line manager,
- the perpetrator.

We were very keen to ensure these resources could be used by all health and care organisations, so it was important to ensure the language used was universal, and access to each is via YouTube.

Organisations, including secondary care, primary care, social care, higher education institutions, integrated care boards, NHS England and others can freely use these resources in whichever way works best for their current need, so they could be used in campaigns or as training materials for example.

If you would like any more information, or to get ideas on how these resources could be used, or to share any feedback you may have, please contact Jude Hever (NW Health & Wellbeing Manager) at j.hever@nhs.net.

Content Warning:

The content in these videos highlight themes of inappropriate and bullying behaviours which may trigger emotional reactions.

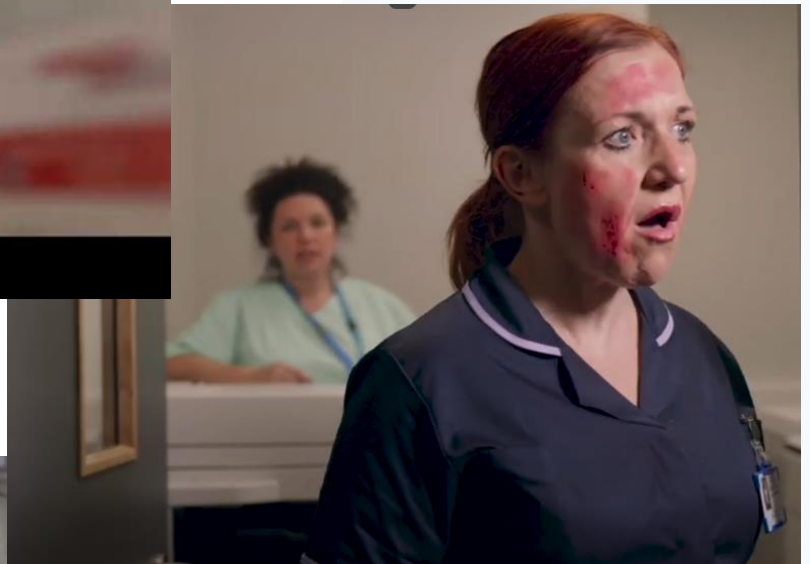
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Video Learning Scenario 1:

Ripples

Ripples focusses on the learning for the perpetrator.
The scenario is set in an NHS hospital setting.



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Video Learning Scenario 2:

The First Listener

The first listener focusses on the learning for a first listener (i.e. the person someone experiencing inappropriate behaviour/bullying opens up too).
This scenario is set in GP surgery,



The First Listener

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Video Learning Scenario 3:

Witness

Witness focusses on the learning for anyone witnessing inappropriate or bullying behaviour.

This scenario is set within the ambulance sector.



WITNESS

What you permit, you promote



Witness

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Video Learning Scenario 4:

Don't Take It Personally

Don't take it personally focusses on the learning for someone experiencing inappropriate behaviour/bullying. This scenario is set in a community care home.



Don't Take It Personally

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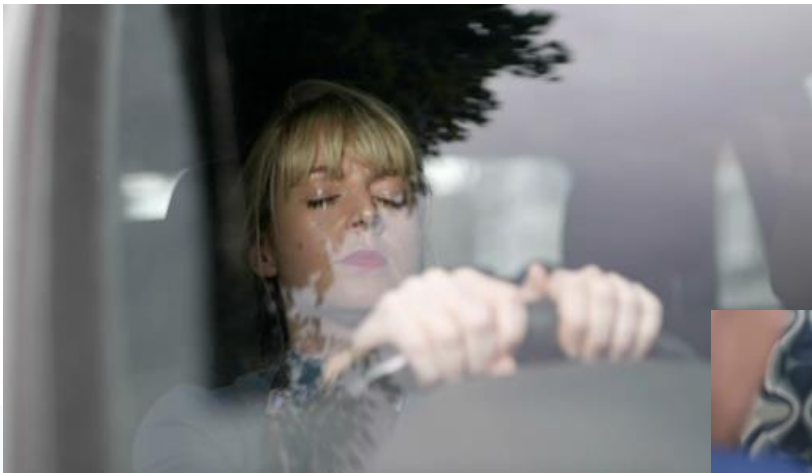
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Video Learning Scenario 5:

Mirrors

Mirrors focusses on the learning for line managers and highlights the inappropriate behaviours that continue to exist in our workplaces.



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