

With  
Carolyn  
Cleveland

# Bridging Civility; Fostering Emotional Pathways for Lasting Change

**Duration: 1 day**  
**CPD Hours: 7.25**  
**Format: Face to Face or  
Online**



## Overview:

This one day course will explore civility, the impact of it being present and the impact of it not being. moreover, it will delve into understanding the underlying causes of in-civility, highlighting how empathy, emotional intelligence, and personal well-being form the cornerstone for cultivating a culture of civility on an individual level, within teams, and in interactions with service users.

it is a well known statistic that people who even just witness incivility towards another are 50% less likely to help another person. (civility saves lives) There is also a clear link to patient safety. often, we avoid visiting difficult emotions in others, as well as ourselves, because we don't feel confident, or skilled. We are feeling hurt by another incivility to us, or, we simply don't have the emotional reserves. understanding the emotional dimensions and stories, acknowledging our collective humanity and vulnerabilities, brings the human focus towards colleagues, patients, and loved ones, to enable authentic learning around civility. Emphasizing that personal well-being stands as the most potent antidote to incivility.



**Visit our Website to Book!**



Training made easy

With  
Carolyn  
Cleveland

# Bridging Civility; Fostering Emotional Pathways for Lasting Change



## Who will Benefit?

For those seeking to understand, foster, and champion a culture of civility within teams and service interactions, emphasising empathy, emotional intelligence, and personal well-being as cornerstones for positive organisational change

## Key Learning Outcomes:

- Emotional Insight: Sensing incivility's Impact on Patient Safety, Life, and Trauma, comprehending the 'Funnel of Life and our shared humanity and fallibility
- Civility's Impact: Understand the significance of civility and its effects on workplace culture, patient safety, and relationships.
- Understanding Emotional Perspectives: Recognise and perceive perspectives, comprehend emotional positioning and motivations, and recognise vulnerability in oneself and others.
- Roots of Incivility: Identify underlying causes of incivility, emphasising empathy, emotional intelligence, and personal well-being in nurturing respectful environments.
- Emotional Intelligence: Develop emotional intelligence to navigate and mitigate the impact of incivility, fostering resilience and managing difficult emotions.
- Culture of Respect: Foster environments grounded in respect, support, transparency, and continual learning, driving positive cultural changes within organisations.
- Confidence in Change: Gain confidence in analysing and enacting positive shifts, contributing to authentic learning and supportive workplace cultures.

[trainingmadeeasy.org](https://trainingmadeeasy.org)



Training made easy