



VetLed Civility Programme

Three sessions or a half day workshop

Session One

Why behaviour matters

An introduction to the importance of civility in practice.

In this session we will explore what incivility looks like, consider the impact of inter-team behaviour on individuals, teams, organisations, and the safe delivery of patient care.

Based upon our collaboration with a pioneering initiative within the NHS, we will explore how, quite literally, civility saves lives.

Session Two

Tools and tips

We will use this session to understand how incivility is addressed successfully in practice.

Delegates will be equipped with a range of tools and tips that can be used to ensure all members of the practice team promote and actively practise civility as a means of establishing culture which is conducive for team wellbeing and patient safety.

Session Three

Problem solving/coaching

Our team will work closely with delegates to provide support and advice on how to approach challenges and explore some areas in greater depth. Example scenarios will be used to embed learning of tools and techniques.



VetLed Trainers

Book now: info@vetled.co.uk