



You Are Not a Frog Podsheet

Episode 234: The exact script to use with a colleague who is being rude

Quick dip with Chris Turner

Date

Total CPD hours

EPISODE SUMMARY

This is a replay of [Episode 192](#), edited to highlight the most impactful points and key takeaways.

Interactions between team members can have a big impact on performance and outcomes. Disrespect and hostility can create a threatening environment and hinder collaboration and productivity. In a medical setting, it could literally be a life-or-death situation.

The Civility Saves Lives movement aims to raise awareness about the importance of behaviour and promote a culture of civility. By showing respect and support towards each-other, teams can enhance their performance, deliver better outcomes, and provide a healthier and kinder path towards personal growth.

In this episode, Dr Chris Turner, co-founder of the Civility Saves Lives movement, demonstrates how we can create an environment where civility is valued, information is freely shared, and everyone feels empowered to contribute. By taking the time to show respect – and to address disrespect without offering judgement – we can make a positive difference in the workplace and improve outcomes for teams and patients.



IN THIS EPISODE, YOU'LL:

- Understand effective methods for giving feedback without judgement
- Learn how to create a respectful and supportive team environment
- Discover the impact of civility on performance and outcomes in the workplace

LISTEN

More episodes of You Are Not A Frog:

[How to Challenge Upsetting Behaviour](#)

Episode 192

[How to Escape the Drama Triangle and Stop Rescuing People](#)

Episode 75, with Annie Hanekom

[How to Have Crucial Conversations](#)

Episode 85, with Dr Ed Pooley

WATCH

[Watch the video version on YouTube](#)

Episode 234: The exact script to use with a colleague who is being rude



DO

List three things you have learned from this episode which have had an impact on you

Write down what action(s) you will take as a result of listening

Suggest how these actions will make a difference to you, your colleagues or your patients

Write down how you will know that a positive change has happened - what does good look like?





ADDITIONAL RESOURCES FROM CHRIS TURNER

[When Rudeness in Teams Turns Deadly](#)

Chris' talk at TEDx Exeter

[The Decline in Task Performance After Witnessing Rudeness is Moderated by Emotional Empathy - A Pilot Study](#)

by Gadi Gilam

[Zero Degrees of Empathy: A New Theory of Human Cruelty and Kindness.](#)

by Simon Baron-Cohen

[Medical Student Perceptions and Experiences of Incivility: a Qualitative Study](#)

by Louise Griffin and Anna Baverstock

[Promoting Professionalism by Sharing a Cup of Coffee](#)

[The 15 Commitments of Conscious Leadership: A New Paradigm for Sustainable Success](#)

by Jim Dethmer, Diana Chapman, and Kaley Klemp

[Radical Candor: Fully Revised and Updated Edition: How to Get What You Want by Saying What You Mean](#)

by Kim Scott



ADDITIONAL PODCAST RESOURCES

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Find out more about the [Shapes Toolkit Training programme](#)

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