



Clinical & Scientific Services
Manchester University
NHS Foundation Trust

CIVILITY AWARENESS MONTH AUGUST 2026





CSS CIVILITY AWARENESS MONTH

Civility Awareness Month is celebrated in August to promote and encourage respectful behavior, kindness, and positive interactions among individuals and communities.

The goal is to raise awareness about the importance of civility in our daily lives. We have a number of resources and toolkits to support you, all accessible here in this pack.

CSS CULTURE STRATEGY



Psychological safety & speaking up (everyone can raise concerns and ideas without fear).



Civility & respectful behaviours (reducing incivility, bullying and harassment through prevention and fast response).



Compassionate, inclusive leadership (leaders at every level set the tone, remove barriers, and act on what they hear).



Just and learning culture (fair accountability, learning after harm, and restoration of trust and relationships).



Team excellence (high-functioning multidisciplinary teams with clear goals, reflection, and improvement habits).





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CSS STAFF SURVEY RESULTS 2025

2021  2025

Understanding & kindness

+2.43%

Receiving deserved respect

+4.27%

Polite & respectful colleagues

+3.59%

Recognising that staff civility underpins psychological safety, teamwork, and ultimately patient safety.

Team CSS launched the Civility Campaign, a people-led initiative to build a culture of respect, kindness, and compassion across all teams.

"We knew we could do better for our people."



We are
compassionate
and **inclusive**

CSS CIVILITY - JOURNEY SO FAR

- CSS Civility launched in 2020
- CSS Civility toolkits created and published on Civility Saves Lives Website
- Over 3000 people trained across CSS
- 22 Civility Charters created
- Critical Care – 18 Civility Champions trained
- AHPs – 41 Civility Champions trained
- Imaging – 2 Civility Champions trained so far and counting!



**THANK
YOU!**



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CSS CIVILITY MONTH 2026

Week 1: Civility Starts With Me

Objective - Reinforce individual responsibility for creating positive workplace cultures.

Activities

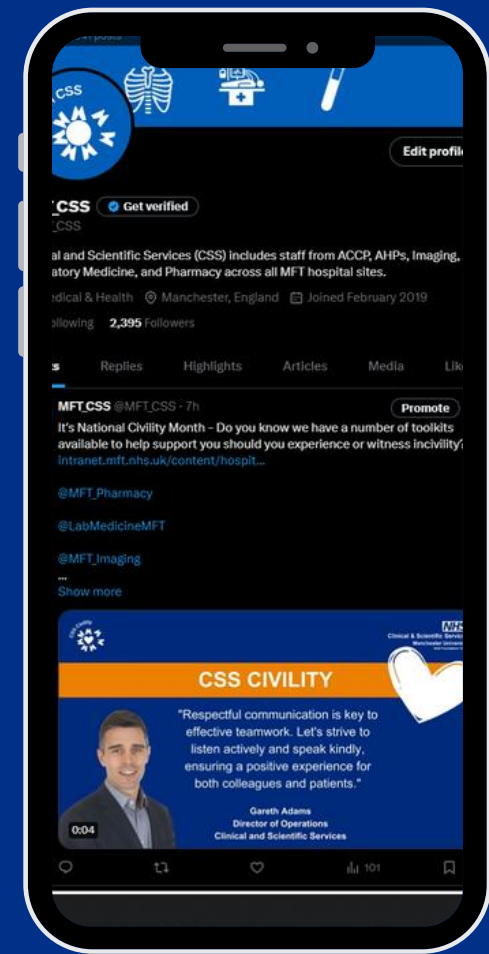
- Civility Pledge campaign– linking in with local areas
- Visible Leadership sponsorship and active engagement.
- Encourage local team discussions on "What does civility look like here?"
- Staff stories highlighting acts of kindness and professionalism (taken from Star awards nominations).

Week 2: The Power of the Bystander

Objective - Increase confidence to intervene safely when witnessing inappropriate behaviour.

Activities

- Active bystander development sessions
- Team discussions.
- Bystander awareness communications.
- Leader-led conversations.





CSS CIVILITY MONTH 2026

Week 3: Civility Under Pressure

Objective - Support staff to maintain respectful interactions during challenging periods.

Activities

- Reflection exercises.
- Practical communication tools.
- Restorative conversation guidance.
- Civility and wellbeing messages.

Week 4: Making It Stick

Objective - Create sustainable behavioural commitments beyond August.

Activities

- Team commitments- refresh the civility charter template and guidance to make sure it's easy for people to use.
- Add in the moment pledges to Civility Bitesize sessions.
- Civility Champions spotlight.
- Campaign evaluation and learning.
- Share pledges across CSS News



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CSS CIVILITY RESOURCES



[Access the toolkit here](#)





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CSS WALL OF INCIVILITY

Unwanted
nicknames

Being Ignored

Unfair work/patient allocation

Derogatory Speech
Not respecting
someones view

Not replying to emails

DisREsPECT

Passive Aggressive

Constant
Critisism

SHOUTING

Being talked over

COMMENTS ON
APPEARANCE

Lack of
Sympathy

Exclusion

Tutting

Belittling

CONDESCENDING

Leaving someone out of a
meeting/conversation

**ABUSE OF
POWER**

ABRUPT
EMAILS

Not letting
someone
speak

Dismissive
Behaviour

Abrupt communication
Gossiping
no eye contact

Unfair Practices



BITESIZE VIRTUAL SESSIONS



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CSS CIVILITY BITESIZE

**NEW
dates
added!**

Over 3000 attendees so far

4.8 out of 5 stars

Every 2nd Wednesday of the Month

Each session is 12 to 12.30pm

"Such an important topic to discuss, really interesting and informative"

"Touched on many different aspects which kept it engaging"

"Really good session, thought provoking and will continue to discuss with my team"

[Book via the Learning Hub - Click here](#)



In Person Sessions

CSS ACTIVE BYSTANDER

Purpose:

Active Bystander Training teaches people how to step in, speak up, or support others when they witness behaviour that could harm someone or undermine a positive workplace culture.

Key Dates:

Wednesday 23rd September 10:00 - 13:15
CSS Boardroom, CSS HQ Cobbett House North ORC
Wednesday 21st October 10:00 - 13:15
CSS Boardroom, CSS HQ Cobbett House North ORC
Friday 6th November 10.45 – 2.00
Seminar Room 1 NMGH
Friday 27th November 10:00 - 13:15
CSS Boardroom, CSS HQ Cobbett House North ORC
Wednesday 9th December
Boardroom 1 Trafford
Friday 13th January 10.45 – 2.00
Seminar Room 7 ERC Whythenshawe

Topics Covered:

- What it means to be an active bystander
- Why we don't always act
- Ways to intervene
- Tools and resources to help you

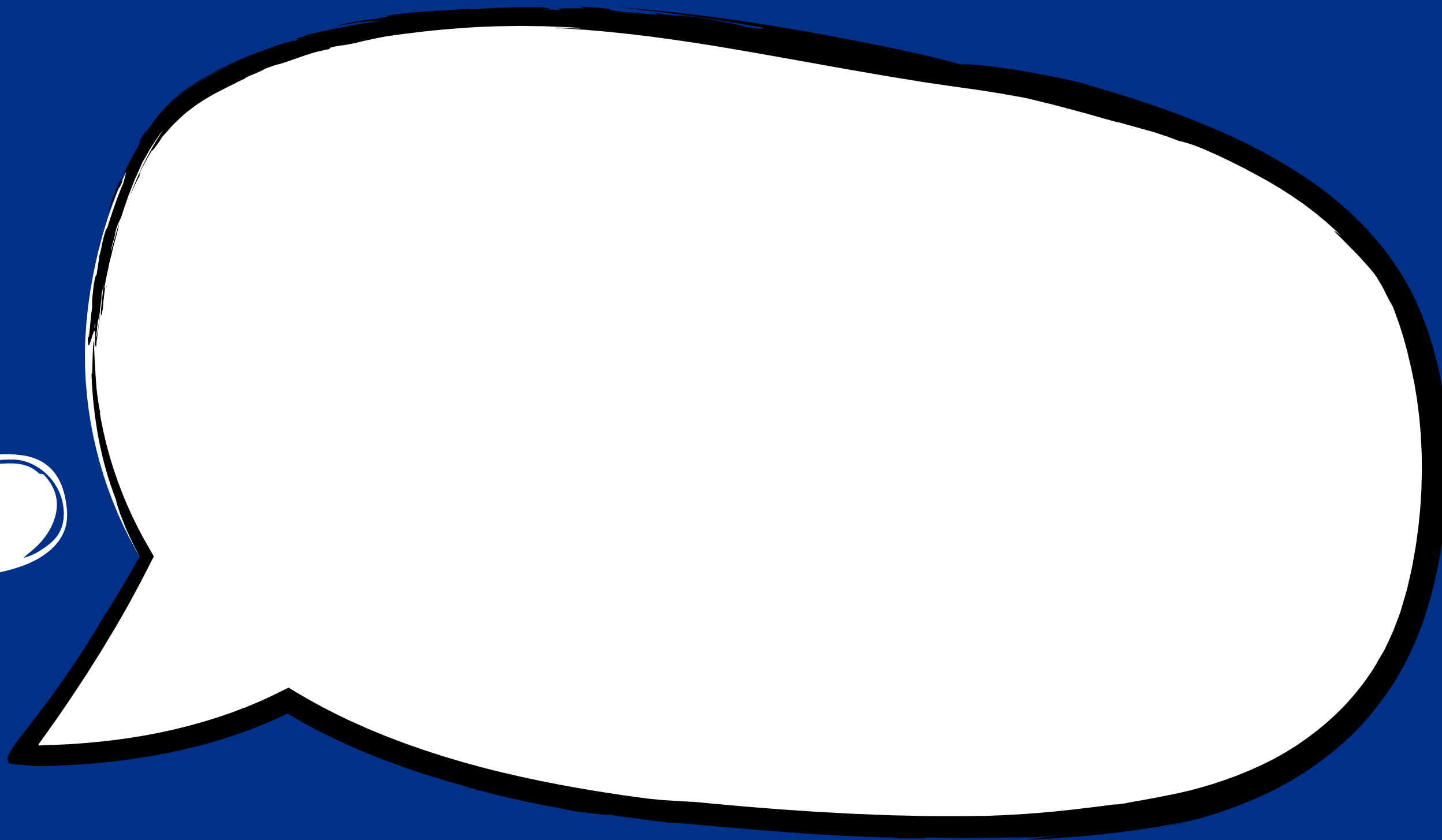
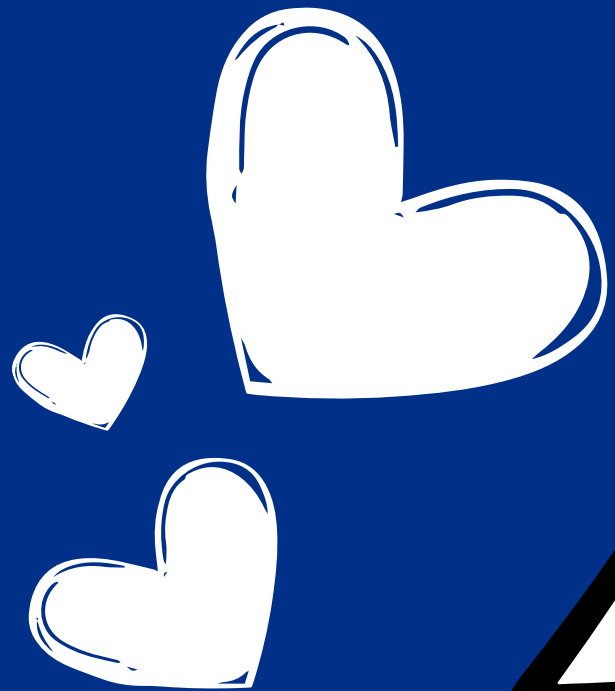
How to Book:

Email HR.CSS@mft.nhs.uk

**NEW
course**



MY CIVILITY PLEDGE!





CSS CIVILITY

"Respectful communication is essential for teamwork. Let's listen and speak kindly to make a positive experience for patients and colleagues"



Gareth Adams
Chief Executive
Clinical and Scientific Services



CSS CIVILITY

"Civility costs nothing, but its absence can cost everything. Let's create a culture of respect and kindness, where every interaction lifts us all up."



Zara Pain
Director of Workforce and OD



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CSS CIVILITY

"In healthcare, being respectful and kind can make all the difference. When we treat each other well, staff can thrive and patients receive the best care possible."



Dr Katherine Ajdukiewicz
Interim Medical Director
Clinical and Scientific Services

CSS CIVILITY

"Civility is essential in healthcare. By treating each other with kindness and respect, we ensure a supportive environment where colleagues, our patients and their carers feel valued and can thrive."



Sarah Ingleby
Director of Nursing and Healthcare Professions
Clinical and Scientific Services



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"Civility strengthens teamwork, fostering trust and collaboration. By treating each other with respect and kindness, we create a workplace where everyone can thrive and succeed together."

Alison Olivant
Director of Performance and Operations
Clinical and Scientific Services



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MAKE YOUR PLEDGE TODAY...

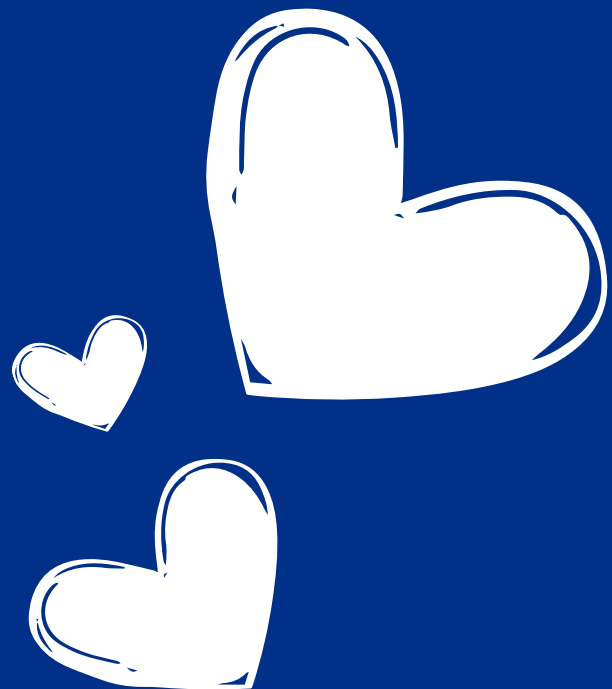
Send us a picture of your pledge.

We want to create a Wall of Civility.

You can send us a picture of you holding the pledge or the pledge itself.

Send via email to tanya.williams@mft.nhs.uk

Find examples of a civility pledge [here](#)



LEARNING

- [Civility Saves Lives Masterclass](#) - 2 hour recording
- [MFT Civility](#) - 2 hours classroom
- [Kindness into Action](#) - 2 hours 20 minutes - 5 online modules
- Mersey Care supports a range of training in restorative justice and learning culture. You can sample short, free courses online which can each be completed in 20-30 minutes.

[Module one](#)

[Module two](#)

[Module three](#)

[Module Four](#)

[Book via the Learning Hub - Click here](#)



a kind.life

THE NORTH-WEST CIVILITY & RESPECT VIDEO LEARNING RESOURCES

A series of seven video learning scenarios:

1. Ripples - learning for those behaving inappropriately
2. The First Listener - learning for the first listener
3. Witness - learning for those witnessing incivility
4. Don't take it personally - learning for those experiencing incivility
5. Mirrors - learning for line managers
6. Try Harder - learning focussed on students / trainees
7. Crossing The Line - learning focussed on sexual safety



[Access here](#)

SEND A SHOUT OUT FOR CIVILITY AWARENESS MONTH



Just select the category for your Shout Out,
choose your deserving colleague,
write a short message to go with it and press send.

[Access here](#)



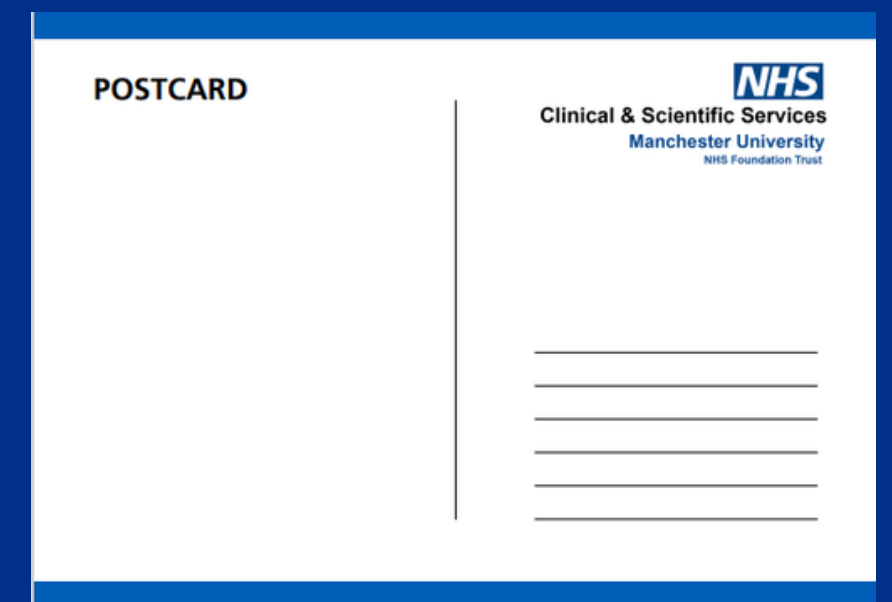
SCAN ME

SPREAD CIVILITY - SEND A POSTCARD

Send a positive affirmation...



[Access here](#)



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