

Kindness in healthcare

Incivility costs lives

Studies show clinical teams experiencing mild incivility make significantly more mistakes in diagnosis and execution of clinical procedures, than those experiencing a neutral briefing ^(23, 24)



But we can be civil without being kind, so it's

only with kindness do we thrive

Studies show clinical teams who receive a kind, supportive, positive briefing deliver significantly better performance in stressful clinical situations, than those receiving a neutral briefing ^(25, 26)

Kindness promotes trust

And people in high-trust teams experience ⁽²⁷⁾



106% more energy at work, 50% higher productivity, 76% more engagement, 29% more satisfaction with their work.



74% less stress, 40% less burnout, 13% less sick days

People who choose to be kind to others

- Are calmer, happier and more optimistic ⁽²⁸⁾
- Are more satisfied in their relationships ⁽²⁹⁾
- Have lower cortisol levels and less stress ⁽³⁰⁾
- Have a 44% lower likelihood of dying early ⁽³¹⁾



Kindness
into action

A 5-module course about
Kindness in healthcare

All Primary Care staff in Kent and Medway can now take the **Kindness Into Action** online course. 5 modules packed with evidence and practical resources to create a culture of kindness, safety and wellbeing.

To access the course simply [click this link](#)

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