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**CREScENT — Civility, RESpect and work ENgagementT: Promoting quality interpersonal
relationships at work**

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Our objective is to present a Person-Centered intervention methodology, which aims to contribute to the development of quality interpersonal relationships in the organizational context. The health sector is neuralgic for the well-being of any society and the optimal functioning of its members is critical for the entire spectrum they represent. For these reasons, we believe that this is a sector that requires special attention, especially since it has encountered major changes and challenges in the last two decades. Promoting quality healthcare that guarantees patient safety and the health of its professionals requires dedication and engagement. These dimensions are in turn influenced by the quality of the relationships between professionals. This dynamic includes incivility, defined as negative interpersonal behavior that affects well-being and, for example, the intention to leave the organization. Our findings for this variable, based on hospitals hitherto evaluated, point to the pertinence of appropriate intervention measures in order to mitigate the effects that disrespectful behavior and lack of consideration can cause at various organizational levels. In light of this scenario, we developed an intervention-based project, which is already running in one large hospital in the district of Lisbon. Plans include the implementation of this intervention in 8 other hospitals in this region, comprising an overall sample of approx. 5,000 healthcare professionals.

Keywords: CREScENT, organizational intervention, (in)civility at work, engagement, health at work