Clark Workplace ‘Civility Index’ [Revised] ©

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Overview
Treating one another with civility and respect is fundamental to establishing and sustaining healthy workplaces and fostering inter-personal and intrapersonal relationships. Civility is essential to the development and ongoing success of top performing work teams and for the achievement of first-rate, highly effective organizations. Civility is defined as authentic respect for others requiring time, presence, engagement, and an intention to seek common ground. Reflecting and thinking deeply about civil and respectful interactions with others and engaging in thoughtful self-reflection is an important step toward improving your competence as a leader, colleague, and team member. Obtaining colleague and/or mentor feedback on your ‘Civility Index’ and perhaps providing feedback on his or her ‘Civility Index’ improves your awareness [and theirs] and helps determine strengths and areas for improvement.

Preparing for the Clark Workplace ‘Civility Index’:
Dedicate sufficient time and space to complete the Civility Index—find a quiet place void of distractions and carefully consider the behaviors listed below. Respond truthfully and candidly regarding each behavior. Once you have completed the assessment, consider your ‘civility competence’ score— are you satisfied? Are there areas for improvement? When you are ready, share your responses with a mentor and/or colleague to compare his or her assessment of your civility index with yours. Are there similarities? Are there differences or gaps? Spend time in conversation to discuss ways to maintain the positive aspects of your ‘civility index’ and identify strategies to address aspects of your assessment you wish to improve.

Once you have set your goals, make a plan to meet with your colleague and/or mentor to review progress on your goals. If your colleague and/or mentor are agreeable, perhaps you can provide similar feedback regarding their ‘Civility Index’ Assessment.
Completing the Clark Workplace ‘Civility Index’:
This index is not an empirical instrument; instead it is an evidence-based questionnaire designed to assess civility, increase awareness, generate discussion, and identify ways to enhance civility acumen. It may be completed as a self-assessment tool using the following stem, “How often do I ......”, or it may be used to assess a work group using the stem, “How often do my co-workers [including myself]...”

Find a quiet place, void of distractions, and carefully consider the behaviors below. Respond as truthfully and as candidly as possible by answering 1) never, 2) rarely, 3) sometimes, 4) usually, or 5) always regarding the perceived frequency of each behavior. Circle a response for each behavior, and then add up the number of 1-5 responses to determine the overall civility score. Scores range from 20-100.

Ask yourself, how do often do I...
(1) Never (2) Rarely (3) Sometimes (4) Usually (5) Always

OR Ask yourself, how often do my co-workers [including myself]...

1. Assume goodwill and think the best of others
2. Include and welcome new and current colleagues
3. Communicate respectfully (by e-mail, telephone, face-to-face) and really listen—
4. Avoid gossip and spreading rumors
5. Keep confidences and respect others’ privacy
6. Encourage, support, and mentor others
7. Avoid abusing my position or authority
8. Use respectful language (avoid racial, ethnic, sexual, gender, religiously biased terms)
9. Attend meetings, arrive on time, participate, volunteer, and do my share
10. Avoid distracting others (misusing media, side conversations) during meetings
11. Avoid taking credit for another individual’s or team’s contributions
12. Acknowledge others and praise their work/contributions
13. Take personal responsibility and stand accountable for my actions
14. Speak directly to the person with whom I have an issue
15. Share pertinent or important information with others
16. Uphold the vision, mission, and values of my organization
17. Seek and encourage constructive feedback from others
18. Demonstrate approachability, flexibility, and openness to other points of view
19. Bring my ‘A’ Game and a strong work ethic to my workplace
20. Apologize and mean it when the situation calls for it

Scoring the Civility Index: Add up the number of 1-5 responses to determine your ‘civility’ score
90-100—Very civil
80-89—Moderately civil
70-79—Mildly civil
60-69—Barely civil
50-59—Uncivil
Less than 50—Very uncivil