Clark Workplace Civility Index©

SOURCES:

Clark, C.M., Sattler, V., & Barbosa-Leiker, C. (2018). Development and psychometric testing of the Workplace Civility Index: A reliable tool to assess workplace civility, *Journal of Continuing Education in Nursing*, 49(9), 400-406.

Clark, C.M. (2017). *Creating and sustaining civility in nursing education*, 2nd ed, Sigma Theta Tau International Publishing.

Completing the Clark Workplace Civility Index: 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 often do I: (1) Never (2) Rarely (3) Sometimes (4) Usually (5) Always

1. Assume goodwill and think the best of others		1 2 3 4 5
2. Include and welcome new and current colleagues		1 2 3 4 5
3. Communicate respectfully (by e-mail, telephone, online, face-to-face) and really listen		1 2 3 4 5
4. Avoid gossip and spreading rumors		1 2 3 4 5
5. Keep confidences and respect others' privacy		1 2 3 4 5
6. Encourage, support, and mentor others		1 2 3 4 5
7. Avoid abusing my position or authority		1 2 3 4 5
8. Use respectful language (no racial, ethnic, sexual, gender, weight, age, or religiously biased terms)		1 2 3 4 5
9. Attend meetings, arrive on time, participate, volunteer, and do my share		1 2 3 4 5
10. Avoid distracting others (misusing media, side conversations) during meetings		1 2 3 4 5
11. Avoid taking credit for another individual's or team's contributions		1 2 3 4 5
12. Acknowledge others and praise their work/contributions		1 2 3 4 5
13. Take personal responsibility and stand accountable for my actions		1 2 3 4 5
14. Speak directly to the person with whom I have an issue		1 2 3 4 5
15. Share pertinent or important information with others		1 2 3 4 5
16. Uphold the vision, mission, and values of my organization		1 2 3 4 5
17. Seek and encourage constructive feedback from others		1 2 3 4 5
18. Demonstrate approachability, flexibility, and openness to other points of view		1 2 3 4 5
19. Bring my 'A' Game and a strong work ethic to my workplace		1 2 3 4 5
20. Apologize and mean it when the situation calls for it		1 2 3 4 5

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

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