



Clark Workplace Civility Index[©]

SOURCE: Clark, C.M. (2013). *Creating and sustaining civility in nursing education*, Indianapolis, IN: Sigma Theta Tau International Publishing.

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To complete the index, consider the 20 statements listed below. Read each statement carefully. Using a scale of 1- 5; (5) always, (4) usually, (3) sometimes, (2) rarely, (1) never, select the response that most accurately represents the frequency of each behavior by asking yourself...

How often do I...

| | Always (5) | Usually (4) | Sometimes (3) | Rarely (2) | Never (1) |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1. Assume goodwill and think the best of others | <input type="radio"/> |
| 2. Include and welcome new and current colleagues | <input type="radio"/> |
| 3. Communicate respectfully (by e-mail, telephone, face-to-face) and really listen | <input type="radio"/> |
| 4. Avoid gossip and spreading rumors | <input type="radio"/> |
| 5. Keep confidences and respect others' privacy | <input type="radio"/> |
| 6. Encourage, support, and mentor others | <input type="radio"/> |
| 7. Avoid abusing my position or authority | <input type="radio"/> |

| | Always (5) | Usually (4) | Sometimes (3) | Rarely (2) | Never (1) |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 8. Use respectful language (no racial, ethnic, sexual, age, or religiously biased terms) | <input type="radio"/> |
| 9. Attend meetings, arrive on time, participate, volunteer, and do my share | <input type="radio"/> |
| 10. Avoid distracting others (misusing media, side conversations) during meetings | <input type="radio"/> |
| 11. Avoid taking credit for someone else's ideas/work/contributions | <input type="radio"/> |
| 12. Acknowledge others and praise their ideas/work/contributions | <input type="radio"/> |
| 13. Take personal responsibility and accountability for my actions | <input type="radio"/> |
| 14. Speak directly to the person with whom I have an issue | <input type="radio"/> |
| 15. Share pertinent or important information with others | <input type="radio"/> |
| 16. Uphold the vision, mission, and values of my organization | <input type="radio"/> |
| 17. Seek and encourage constructive feedback from others | <input type="radio"/> |
| 18. Demonstrate approachability, flexibility, and openness to other points of view | <input type="radio"/> |
| 19. Bring my 'A' Game and a strong work ethic to my workplace | <input type="radio"/> |
| 20. Apologize and mean it when the situation calls for it | <input type="radio"/> |
| Subtotal | | | | | |
| Add the scores for each column; Enter your TOTAL score in the column to the right | | | | | |

Scoring the Clark Workplace Civility Index®

90-100: Very civil
80-89: Civil
70-79: Moderately civil

60-69:
50-59:
Less than 50:

Mildly civil
Uncivil
Very uncivil