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. 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 (no racial, ethnic, sexual, age, or 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 — Civil
70-79 — Moderately civil
60-69 — Minimally civil
50-59 — Uncivil
Less than 50 — Very uncivil