

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. (2025). *Creating and sustaining civility in nursing education, 3rd ed*, 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) almost always, (4) usually, (3) occasionally, (2) rarely, (1) almost never, select the response that most accurately represents how true each statement to be. Enter the score for each item; then add the numbers to determine the overall health of your workplace. Scores range from 20-100.

Ask yourself, how often do I: (5) almost always (4) usually (3) occasionally (2) rarely (1) almost never

- | | | | | | |
|---|---|---|---|---|---|
| 1. Extend 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 spreading negative gossip and 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, ability, 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 accountability 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 shared 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