Clark Workplace Civility Index©

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	○	○	○	○	○
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	○	○	○	○	○

	Always (5)	Usually (4)	Sometimes (3)	Rarely (2)	Never (1)
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 someone else's ideas/work/contributions	○	○	○	○	○
12. Acknowledge others and praise their ideas/work/contributions	○	○	○	○	○
13. Take personal responsibility and accountability 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	○	○	○	○	○
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	60-69:	Mildly civil
80-89:	Civil	50-59:	Uncivil
70-79:	Moderately civil	Less than 50:	Very uncivil

BE AWARE....and Care

Bullying: is the purposeful attempt to control another person through verbal abuse - which can be in tone of voice or in content such as teasing or threats, exclusion, or physical violence. Bullying is the most common type of violence in contemporary US society and can exist at any level of an organization. Bullies can be superiors, subordinates, and colleagues.

Exists: in the home, the school, and the workplace. If an environment does not uphold high standards for the way people treat each other, then bullying may be more likely and/or prevalent. Bullying is a real problem in nursing and can become a major issue if it's ignored or unchecked. It can lead to a loss of valuable human capital and medical errors.

Acknowledge: that bullying may be a problem in your organization. Nurse leaders should talk about bullying and encourage staff to speak up and be heard if it does happen. The more it's acknowledged, the more you can do about it. Leaders that minimize its impact or deny its existence create a culture of silence that impedes solutions to this problem.

Watch: for the signs of the bullying throughout the workplace. Be sure supervisors and managers know how to recognize the signs of bullying. Don't wait for it to be brought to your attention.

Act: when you notice signs of bullying by directly intervening, and /or getting help. Bullies lose their power when people stop passively accepting their behavior. Refuse to be a silent bystander. It is everyone's responsibility to have the courage to play a key role to prevent and stop bullying. Get involved and take a stand against this issue.

Reflect: on the incident and your action. Reflect on what was perceived to go wrong and start to reflect on what worked well, and why. Analyzing the incident may help you to:

- ➢ "reflect-on-action" (past experience),
- ➢ "reflect-in-action" (as an incident happens), and
- ➢ "reflect-for-action" (actions you may wish to take in future experiences).

Empower: staff to collectively and safely respond to bullying they see and hear. Create a mechanism for staff to confidentially report bullying issues in the workplace without fear of retaliation.

... and Care

Definition: noun \'ker\ : effort made to do something correctly, safely, or without causing damage; things that are done to keep someone healthy, safe; painstaking or watchful attention

Lawson, L., Adeniran, R., Bolick, B., Cuming, R., Edmonson, C., Khan, B., Lawson, L., & Wilson, D. (2014). BE AWARE and Care mnemonic.

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