

# Clark Everyday Civility Index<sup>©</sup>

**SOURCE:** Clark, C.M. (2022). *Core competencies of civility in nursing & healthcare*. Sigma Theta Tau International Publishing.

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**Completing the Clark Everyday Civility Index:** 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 towards others                                                                                 | 1 | 2 | 3 | 4 | 5 |
| 2. Use respectful language (no racial, ethnic, sexual, gender, weight, age, ability, or religiously biased terms) | 1 | 2 | 3 | 4 | 5 |
| 3. Listen to learn and understand                                                                                 | 1 | 2 | 3 | 4 | 5 |
| 4. Express gratitude and say thank you                                                                            | 1 | 2 | 3 | 4 | 5 |
| 5. Avoid gossip and spreading rumors                                                                              | 1 | 2 | 3 | 4 | 5 |
| 6. Maintain confidences and respect others' privacy                                                               | 1 | 2 | 3 | 4 | 5 |
| 7. Appreciate and seek to understand the experiences of others                                                    | 1 | 2 | 3 | 4 | 5 |
| 8. Avoid abusing my position, influence, or authority                                                             | 1 | 2 | 3 | 4 | 5 |
| 9. Volunteer and contribute to the greater good                                                                   | 1 | 2 | 3 | 4 | 5 |
| 10. Avoid exploiting, belittling, or taking advantage of others                                                   | 1 | 2 | 3 | 4 | 5 |
| 11. Speak up and advocate for the harmed or maltreated                                                            | 1 | 2 | 3 | 4 | 5 |
| 12. Celebrate achievements and accomplishments of others                                                          | 1 | 2 | 3 | 4 | 5 |
| 13. Take personal responsibility and accountability for actions                                                   | 1 | 2 | 3 | 4 | 5 |
| 14. Set aside my phone (or device) when conversing with others                                                    | 1 | 2 | 3 | 4 | 5 |
| 15. Reach out to help neighbors and others in my community                                                        | 1 | 2 | 3 | 4 | 5 |
| 16. Demonstrate inclusivity and appreciation for diversity                                                        | 1 | 2 | 3 | 4 | 5 |
| 17. Seek and consider constructive feedback from others                                                           | 1 | 2 | 3 | 4 | 5 |
| 18. Respect others' opinions and opposing points of view                                                          | 1 | 2 | 3 | 4 | 5 |
| 19. Avoid assigning blame to others for my own shortcomings                                                       | 1 | 2 | 3 | 4 | 5 |
| 20. Apologize and own it when the situation calls for it                                                          | 1 | 2 | 3 | 4 | 5 |

**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