

Clark Everyday Civility Index[©]

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Completing the Clark Everyday 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) Never (2) Rarely (3) Sometimes (4) Usually (5) Always

- | | | | | | |
|--|---|---|---|---|---|
| 1. Assume goodwill and best intentions | 1 | 2 | 3 | 4 | 5 |
| 2. Use respectful language (no racial, ethnic, sexual, gender, weight, age, 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 those 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 my 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 mean 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