The civility self-assessment: Harmony begins within

Achieving healthy interactions in the Workplace:

Start with yourself - Be part of the solution. Complete the following self-assessment tool.

Never | Rarely | Sometimes | Usually | Always
--- | --- | --- | --- | ---
1 | 2 | 3 | 4 | 5

1. I take responsibility for my choices and actions.
2. I accept the consequences of my inappropriate behaviour/actions.
3. When things go wrong, I resist the urge to blame others.
4. I avoid gossip and spreading rumours.
5. I return messages promptly.
6. I come prepared and on time to meetings.
7. I pay attention in meetings and do not check my emails etc.
8. I give credit where credit is due.
9. I respect co-workers’ privacy and keep confidences.
10. I am aware of my volume when speaking in the office, at meetings or on a cell phone.
11. I avoid multi-tasking when talking on the phone or on a conference call.
12. I say “please”, “thank you” and/or “I’m sorry.”
13. I consider the impact of my words and actions on others before acting.
14. I self-monitor the respect I display in my communications, including verbal, paraverbal, body language, and listening.
15. I understand my triggers or hot-button-topics where I can be over-sensitive.
16. I adopt a positive and solution focused approach in resolving conflict.
17. I resist the urge to jump to conclusions about people and their motives.
18. When I take a stand and later realize I was wrong, I admit it.
19. I encourage and support my co-workers.
20. I listen when others speak even if their opinions differ from mine.

TOTAL

Add up your numbers in each response

<table>
<thead>
<tr>
<th>Score Range</th>
<th>Civility Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>90 – 100</td>
<td>very civil</td>
</tr>
<tr>
<td>80-89</td>
<td>moderately civil</td>
</tr>
<tr>
<td>70-79</td>
<td>mildly civil</td>
</tr>
<tr>
<td>60-69</td>
<td>barely civil</td>
</tr>
<tr>
<td>50-59</td>
<td>uncivil</td>
</tr>
<tr>
<td>less than 50</td>
<td>very uncivil</td>
</tr>
</tbody>
</table>

We must be the change we wish to see in the world. Start small – in your own heart -be the difference.

Gandhi