



## The Civility Quotient Assessment

Gaining an understanding of civility happens when we identify the primary values associated with civil behavior, then drill down for a deeper comprehension of each. The Civility Pledge below spells out our definition of civility.

### The Civility Pledge

I pledge to behave with civility, treating myself and others with respect and consideration.

I pledge to show compassion & curiosity.

I pledge to be gracious, honest, authentic and wholly present – right here, right now.

I pledge to invite others to take the Pledge and to engage in intentional and civil conversations.

**Instructions:** To take the Civility Quotient assessment, read each question related to the civility value listed. Give your organization (or yourself) a grade of 1-10 (1 is lowest) for each of the questions. If there is a question that is not relevant to you or your situation, skip to the next question.

SCALE 1-10 1 = lowest	<b>Respect</b>
	1. Do you demonstrate respect to all stakeholders at all times?
	2. Do you look for opportunities to let others speak, shine and get the credit?
	3. Do you refrain from belittling or critical comments?
	<b>Consideration</b>
	1. Do you normally consider the personal and professional impact of your decisions on the broadest number of people?
	2. Do you aim to think of others' feelings 1 <sup>st</sup> in your communications and actions?
	<b>Compassion</b>
	1. Do you strive to meet the human needs of your stakeholders?
	2. Do you communicate in ways that calms rather than inflames the fear?
	<b>Curiosity</b>
	1. Do you seek to know and understand the true needs of all of your stakeholders? Vendors? Employees? Customers? Share Owners?
	2. Do you have processes or events to solicit innovative ideas and suggestions?

	3. Do you listen - with your head AND heart – for possibilities, solutions, innovation & connection?
	<b>Gracious</b>
	1. Are you gracious in your interactions with stakeholders, especially those who cannot benefit you?
	2. Do you work to find common ground with others?
	<b>Honest</b>
	1. Do you provide annual reviews with in-depth and honest feedback and suggestions?
	2. Do you share the realities of your business situation with your staff and other stakeholders?
	3. Do you allow your staff to be vulnerable and human while supporting their growth and development?
	4. Are your communications accurate and designed to convey the truth?
	<b>Authentic</b>
	1. Do you allow others to see you as you truly are?
	2. Do you stop to look in the mirror and see the real you?
	3. Do you honestly assess the relative strengths and weaknesses of your staff and operation and then act upon those findings?
	4. Are you congruent in your behavior: work, play, home and community?
	<b>Present</b>
	1. Do you give 100% of your attention to the person(s) you're with?
	2. Are you available to those who need you?
	<b>Add up the individual scores to find your Total Score (if all questions are answered, the range of scores is 22-220). The lower the score, the more work that is needed. Use the questions to guide the development of a plan of action.</b>

For more information on how to create a Civil Culture, please contact Ann Ranson to learn more about her coaching, consulting and presentation services.