



# Incivility assessment

## Instructions

Carefully read the list of direct and indirect uncivil behaviours listed below and rate how frequently you have experienced these behaviours over the past **MONTH**. Sum your score below to determine the level of incivility at your practice.

### Direct incivility

**0: Has not occurred**

**1: Has happened a few times**

**2: Has happened at least once a week**

**3: Has happened more than once a week**

**4: Happens all the time**

The person:

- Makes demeaning / comments.
- Raises voice / yells.
- Questions your professional ability.
- Talks over you.
- Is abrupt.
- Makes jokes at your expense.
- Was unprofessional / disrespectful.
- Uses offensive language.
- Was patronising.

### Indirect incivility

**0: Has not occurred**

**1: Has happened a few times**

**2: Has happened at least once a week**

**3: Has happened more than once a week**

**4: Happens all the time**

The person:

- Ignores you while you are talking.
- Looks at their phone / does not pay attention to you.
- Rolls their eyes.
- Does not respond when you ask them a question.
- Does not respond to email / text / call.
- Walks away while you are talking.

## Scoring incivility levels

Give each of the behaviours listed above a score between 0-4 depending on the descriptions of frequency above e.g. a score of 1 if the behaviour has happened a few times over the past month. Sum your score for each of the types of incivility above together to produce one overall incivility score:

### Incivility score

Score 0-5: Very low levels of incivility present.

Score 6-15: Low levels of incivility present.

Score 16-30: Moderate incivility present.

Score 31-45: High levels of incivility present.

Score 46-60: Extremely high levels of incivility present.