



The Customer Communicator Web Extra



What's your civility score?

"Civility requires self awareness," says the team at EmbracingCivility.com. "People who are self aware understand how their words and actions affect others." And they have a personal "edit button" which keeps incivility from creeping into the workplace. This self-quiz, created by EmbracingCivility.com, gives insight into personal self awareness.

Read the following statements. Be as honest as possible and circle your answers according to this guide:

0 – Not true for me	1 – Somewhat true for me	2 – Very true for me	
It's important for me to say exactly what's on my mind.	0	1	2
I have difficulty feeling and expressing anger, and then letting it go.	0	1	2
I don't feel it's important to praise the successes of others.	0	1	2
It's hard for me to communicate with people whose opinions and backgrounds are different from my own.	0	1	2
I know which people at work are weaker, slower and/or not as smart as I am and I am likely to use that information to get ahead.	0	1	2
I often find myself speaking without thinking, and sometimes say hurtful things.	0	1	2
I tend to respond to people who are angry by becoming angry myself.	0	1	2
I feel my coworkers benefit when I point out their errors or mistakes — it helps them to learn and do better.	0	1	2
Most people know that when I am mad they should stay out of my way.	0	1	2
I have strong opinions about most things and often find myself in disagreements or debates with others.	0	1	2

TOTAL SCORE

SCORE 1 - 6. You have a keen sense of self-awareness. You clearly understand how your words and your actions affect others and you choose behaviors that are least likely to cause harm or unnecessary drama.

SCORE 7 - 13. You're doing okay but there's room for improvement. You know that your words and actions can have a negative impact on others, but you tend to have trouble editing yourself, especially when you are experiencing intense emotions.

SCORE 14+. This high score means you have trouble knowing how your words and your behaviors impact others. It's time to take a good long look in the mirror and decide whether your actions and attitudes are helping or harming your career, your reputation, and your personal sense of satisfaction with life.

