




## IMPLEMENT THE SCORECARD

<b>1. BASELINE AND TREND ANALYSIS</b>  Begin with a baseline survey groups and repeat at regular intervals (every 3-6 months) to monitor trends.	<b>2. CROSS-COMPARE TEAMS</b>  Break data down by team or location to pinpoint hot spots of incivility.	<b>3. FOLLOW-UP ACTIONS</b>  Link findings to civility initiatives like manager coaching, civil conversation exercises, I&D programs, and awareness campaigns.
<b>4. SHARE INSIGHTS BROADLY</b>  Transparently communicate trends to the entire workforce, reinforcing leadership's commitment to continuous improvement.	<b>5. REGULAR REPORTING</b>  Include scorecard findings in leadership updates and town halls so civility stays top-of-mind.	

## ELEMENTS TO CREATE A CIVILITY SCORECARD

 MEASURE	 INDICATOR	 METRIC
Employee perceptions of civility	Survey responses to prompts like "People in my company treat each other with respect" or "I feel safe sharing my honest thoughts"	% of employees who agree or strongly agree
Reported incidents of incivility	Count of formal and informal complaints or incidents witnessed	Number of reports per 100 employees
Observed behaviors	Focus group themes on respectful behaviors or lack thereof, e.g., verbal interruptions, exclusion, or passive-aggressive remarks	Number of themes indicating civility versus incivility
Employee retention & engagement	Employee turnover rates and engagement survey data (e.g., sense of belonging or psychological safety)	Employee satisfaction & retention rates
Time lost due to incivility	Average time managers or HR spend resolving conflicts per incident	Hours per incident
Participation in civility training or dialogues	Amount of employees and managers participating in civility workshops or civil conversation sessions	Participation rates (%)
Employee voice & psychological safety	Survey questions like "I can say what I feel without fear of negative consequences"	% who agree or strongly agree

# CIVILITY SCORECARD

## INSTRUCTIONS

Fill in the “Rating” column with a score (1 = Poor, 5 = Excellent) and add observations or improvements under the “Notes” column for each area. This scorecard can help HR and leadership track civility trends and target interventions where they matter most.

CATEGORY	MEASURE DESCRIPTION	FREQUENCY	TARGET/ BENCHMARK (%)	RATING (1-5)	NOTES
<b>Employee Perceptions of Civility</b>	Survey responses to respect and safety questions	Every 3-6 months	>80% agree		
<b>Reported Incidents of Incivility</b>	Count of formal and informal complaints	Quarterly	<5 per 100 employees		
<b>Observed Behaviors</b>	Themes from focus groups (e.g., interruptions or exclusion)	Quarterly	<3 per focus group		
<b>Employee Retention &amp; Engagement</b>	Turnover rates and engagement survey data	Every 6 months	>90% retention		
<b>Time Lost Due to Incivility</b>	Time HR or managers spend resolving conflicts	Annually	<2 hours per incident		
<b>Participation in Civility Training</b>	Employee and manager training attendance rates	Annually	100% completion		
<b>Psychological Safety &amp; Employee Voice</b>	Amount of employees who agree they can speak freely without fear	Every 3-6 months	>80% agree		