

Civility/Kindness/Compassion Survey Tool

The purpose of this brief online tool is to regularly measure each group's collective perception about their environment regarding interpersonal and group relations as part of a civility, kindness, compassion strategy. Each group member rates how they and their colleagues treat each other on a scale of 1 to 5, with a 1 being as kind and wonderful as possible and a 5 as awful, mean and cruel. They are asked to cite any significant acts of civility, kindness or compassion they have observed within the group. They are asked to cite any acts of meanness and any concerns they have about questionable things, related to the group, they have seen in cyberspace.

The reports are automatically compiled and can be reviewed for information and for discussion items. Acts of special kindness can be acknowledged and acts of negative behavior can be discussed. Giving all group members the ability to anonymously report concerns for themselves or others, coupled with the ability to cite concerns they have from the cyber-world provides important insight into the work environment.

Group discussions based on the results encourages participants to work together to improve civility, kindness and compassion. Often misunderstandings emerge in the reports and can be discussed in a non-threatening informative way, thereby removing personal emotion and resentment. The reports can also serve as an early warning system allowing compassionate intervention before more serious incidents develop.

The most successful groups use the Civility/Kindness/Compassion surveys on a regular schedule, i.e. every 4-8 weeks. The survey takes less than 5 minutes to complete but will generate a great deal of information. The use of the surveys reminds participants that they are responsible for their environment and how they treat and relate to each other. The anonymous nature of the instrument and its purposeful design to foster reporting on good things helps groups to redirect their collective efforts toward civility, kindness and compassion. Regular use of the surveys will promote a positive environment and can prevent or reverse a toxic workplace.

The five questions each person answers anonymously are:

1. Please answer if you wish, do you identify as male or female? Age? Group?
2. On a scale of 1-5 how are we treating each other?
3. Have you seen any extraordinary acts of kindness by anyone in your group? (Open ended question)
4. Have you seen any acts of meanness or incivility in your group? (Open ended question)
5. Have you seen anything in the cyberworld, i.e. Facebook, Twitter, Instagram etc. about anyone in your group that is mean, uncivil, or insensitive? ((Open ended question)