

# THE ORGANIZATIONAL CIVILITY SCALE

## Assessing Civility in Your Workplace



Research confirms that there is a tangible cost of incivility to business. Whether you are a small business or a multi-national corporation, fostering civility in your workplace can: increase morale, help you leverage Social IQ, facilitate cultural competence, encourage effective communication, decrease turnover, boost service-orientation and significantly impact the bottom line.

CivilityExperts.com is an authorized distributor of the OCS.

Civility Experts is pleased to offer a comprehensive Organizational Civility Assessment Package which includes:

- Administering of the Organizational Civility Scale onsite at your workplace via online format
- Comprehensive Civility Analysis Report with Training Recommendations
- Customized Civility Training Plan which may include:
  - Customized Workshops
  - Infusing Civility Content into Existing Workplace Documents
  - Train-the-Workplace Civility Trainer
  - Planning and Initial Facilitation of a Workplace Civility Initiative

Choose 1 or all elements of the package depending on your needs and budget. Pricing varies depending on the size of your group and which package options you choose.

The Organizational Civility Scale (OCS) was created by Dr. Cindy Clark and Dr. Eric Landrum. The scale has been approved by the Institutional Review Board at Boise State University.

**The OCS is an effective tool for measuring:**

- civility
- incivility
- job satisfaction
- stress
- and coping skills

It takes about 20 minutes for participants to complete the OCS and it can be used for any number of employees in any type of organization.

[Click here](#) to learn more about

**TRAIN** the  
**TRAINER**

[Click here](#) to download a listing of workplace civility workshops

Contact [events@civilityexperts.com](mailto:events@civilityexperts.com) for more information