

Civility in the Workplace for Senior Living Communities for Indirect Caregivers Answer Sheet – Test Code: LAIC0521a

Instructions: After viewing the presentation or reading the learning materials associated with this activity, complete the posttest by filling out the Answer Sheet. Please select the best answer to each multiple choice question. There is only one correct answer. You must achieve 70% to pass.

Please complete Part 1: Enrollment to provide essential information to create your educational record and to report to licensing boards (if applicable). Your site coordinator will provide you with the facility ID and your user name. Then complete **Part 2: Test Answers** by darkening one circle to indicate the correct response to each question. You are also required to provide feedback by completing **Part 3: Evaluation**. After completing this form, please return it to your site coordinator to have your test submitted for processing. Results will be sent to the site coordinator within 4 weeks of submission.

Part 1: Enrollment

Last Name _____ First Name _____

User Name _____

Facility Name _____

Role: Allied Health: RD PT OT RT SW Other Nursing: CNA LPN/LVN RN Other
 Non-clinical support role. Please specify your job title: _____

License: All District of Columbia and Georgia nurses, please provide license information for reporting to CE Broker.

State of license (1) _____ License # _____ License Type _____ (abbreviation)

State of license (2) _____ License # _____ License Type _____ (abbreviation)

Part 2: Test Answers

Darken one circle for your answer to each question.

	A	B	C		A	B	C		A	B	C	
1.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		5.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	9.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		6.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	10.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		7.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>				
4.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		8.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>				

Part 3: Course Evaluation – Test Code: LAIC0521a

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| <p>1. Rate to what extent you were able to meet Objective 1: Define civility versus incivility. (1- lowest, 5- highest)
 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5</p> <p>2. Rate to what extent you were able to meet Objective 2: Explain the impact of incivility in the workplace. (1- lowest, 5- highest)
 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5</p> <p>3. Rate to what extent you were able to meet Objective 3: Identify methods to maintain a respectful work environment. (1- lowest, 5- highest)
 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5</p> <p>4. Rate to what extent did the program content relate to the learning objectives? (1 lowest, 5- highest)
 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5</p> <p>5. Rate the effectiveness of the independent study learning method. (1- lowest, 5- highest)
 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5</p> <p>6. Rate the contribution of this course to your overall knowledge of the subject. (1, lowest, 5- highest)
 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5</p> | <p>7. Rate your overall degree of satisfaction with this course. (1- lowest, 5- highest)
 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5</p> <p>8. Rate the degree that you believe this course was objective and free from bias. (1, lowest, 5- highest)
 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5</p> <p>9. Rate your level of expertise in this subject prior to this course. (1- lowest, 5- highest)
 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5</p> <p>10. Rate the educational level of the content.
 <input type="checkbox"/> Basic
 <input type="checkbox"/> Intermediate
 <input type="checkbox"/> Advanced</p> <p>11. Comments: _____

 _____</p> <p>12. What future topics would you like to see offered for CE?

 _____</p> |
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Posttest

— Retain test below for your records. Only submit answer sheet and evaluation for processing —

General Purpose: To provide indirect caregivers with an understanding of best practices, evidence-based guidelines for identifying, coping with, managing, and preventing incivility in senior living facilities.

Learning Objectives: After completing this educational activity and taking the post-test, you should be able to:

1. Define civility versus incivility.
2. Explain the impact of incivility in the workplace.
3. Identify methods to maintain a respectful work environment.

1. Which of the following behaviors would NOT be considered incivility?

- A. eye rolling
- B. ignoring a coworker
- C. thanking a coworker for their support

2. Incivility and bullying in the workplace that makes staff feel sick can result in

- A. poor work performance.
- B. increased energy.
- C. improved focus.

3. Emotional contagion happens when people react to emotions with one another like a yawn.

- A. True
- B. False

4. Behaviors associated with instigated incivility are

- A. good.
- B. mean.
- C. helpful.

5. Incivility behaviors DO NOT include:

- A. infantilization
- B. gaslighting
- C. over communicating

6. A climate of cooperation, collaboration, and innovation—and staff support—reduce the likelihood of uncivil behavior.

- A. True
- B. False

7. Which of the statements below are steps in creating a civil environment?

- A. code of conduct in multiple locations
- B. respectful behavior
- C. both A and B

8. Strategies that can help staff manage civility in the workplace include

- A. conflict management.
- B. argue with perpetrators or stoop to name calling.
- C. understand relationships are not repairable.

9. Incivility often occurs under the radar meaning it can go unnoticed. The best way to combat this phenomenon is transparency through

- A. hide it from others.
- B. call it out; put a spotlight on it.
- C. keep bully behavior in the break room.

10. Incivility causes harm to

- A. individuals.
- B. institutions.
- C. both A and B