Civility training:

How to say things that need to be said without starting a big fight.

Available to WKU departments, offices, programs, etc. Where ever two or more are gathered, civility training is available.

Conflict at work is inevitable and often a good thing, but we can all use help in finding better ways to express our anger, anxiety, and criticism. Civility training isn’t rocket science; it is simply a meeting or series of meetings to help people understand how easily we can feel threatened and how we may over react to those perceived threats. Civility training also includes strategies for speaking openly and honestly but in a manner that reduces tension and helps people get past their conflict.

This training is made available to WKU personnel through the Faculty and Staff Ombudsperson. You may call or email the Ombudsperson, Karl Laves, and set up a meeting or talk a bit more about what goes on in civility training. This training is informal; you could expect one or two sessions at most. Simple but valid assessments are used to help people identify their own style in handling conflict and solutions are offered according to each person’s style. There is no cost for this training.

If you feel that your staff is getting bogged down in unresolved tension or hurt feelings, civility training may be one way to get people to speak more openly and seek productive resolutions to their conflict or tension.

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