Faculty Dispute Resolution
Seeking Resolutions to Workplace Disputes

Have you ever felt that you were in a different universe when talking with someone? Or that, try as you may, a work relationship was not going well? Or that conflicting points of view may seem to rise out of the blue and your time, spirit, and productivity take the toll? The Faculty Dispute Resolution program (FDR) provides consultation and mediation services designed to improve the workplace environment. Difficulties may include such things as disagreements about department management, different expectations about work assignments or who is in charge, and communication breakdowns.

FDR has a roster of professionally trained faculty mediators who can assist individuals in discussing their disagreements. All conversations and meetings are private and confidential. There are no paper trails or files. Frequent outcomes of a mediated conversation include the benefits of additional information and new understanding, and the opportunity to be heard and to consider options for a better work setting.

Should you encounter a conflict, or expect that one is brewing, give the FDR Director, Jean Civikly-Powell, a call at 277-3212. Jean has been on the UNM Communication faculty since 1973, retired 7 years ago, and continues her campus involvement as Director of FDR’s services. She understands the faculty experience and can visit with you about your concerns and about how FDR might be useful to you.

Check out the FDR website!
http://www.unm.edu/~facdr

You will find interesting summaries of articles and chapters about resolving work conflicts; the mediation process, and upcoming trainings. See page 3 for more information on the FDR website.

I am not afraid of storms, for I am learning how to sail my ship.
— Louisa May Alcott

Jean Civikly-Powell (Professor Emerita, Communication; Director, Faculty Dispute Resolution) will be offering mediation training for UNM faculty in February 2008.

The goal of the training is to increase the presence of mindfulness and practice of constructive conflict resolution on the UNM campus. Jean is an experienced mediation trainer and coach. The training will prepare faculty in the content, theory and practice of conflict resolution and mediation.

For the February training, Jean will also include dimensions of strengths-based principles and appreciative inquiry. This is a 4-day/all day training. The dates and times for the mediation training are:

Friday and Saturday, February 15th and 16th, 8:30 – 4:30
Friday and Saturday, February 22nd and 23rd, 8:30 - 4:30

To register, please contact Jean at 277-3212 or jcivikly@unm.edu.
We look forward to an exciting and transforming experience for all!
These are the UNM faculty who have completed the FDR 36-hour mediation training. The FDR program may call upon them to assist with faculty-faculty, faculty-administrator, faculty-staff, or faculty-student disputes (with the approval of all parties involved). Faculty mediators may also assist informally with difficulties that might arise in campus interaction settings, e.g., teaching and research interactions, and faculty and committee meetings. Some mediators pursue additional mediation training and may also volunteer their mediation services in their communities, at Metro Court, and in other arenas.

Their service to the University and community is of great value. They contribute to a climate of constructive communication.

Andrea Allan HSC Neurosciences
Rosa Auletta Dev. Sts, Learning Comm., UNM-V
Marsha Baum Law
Gloria Birkholz Nursing, Emerita
Steven Block Music
Lisa Broidy Sociology
Stephen Burd ASM
William Buss Neuroscience, Emeritus
Jean Civikly-Powell Faculty Dispute Resolution
Dorothy Clough Nursing, Emerita
John Cornish Extended University, English
Cara Lea Council-Garcia Biology
Patricia Covarrubias Communication & Journalism
Janet Cramer Communication & Journalism
Terry Crowe Occupational Therapy
Gary Cuttrell Dental Services
Zina Daniels Orthopedics, Physical Therapy
Susan Deese-Roberts University Libraries, Emerita
Gloria Dye Arts & Letters, UNM Gallup
Mark Emmons University Libraries
Santa Falcone Public Administration
Corey Ford Neurology/Office of Research
Barry Gaines English
Patricia Gillikin English, UNM Valencia
Tim Goldsmith Psychology
Maria Dolores Gonzales Spanish & Portuguese
Cathy Gutierrez-Gomez Indiv., Family & Community Educ.
Shuhong Guo Pharmacy Basic Sciences
Miriam Gustafson English, UNM Valencia
Mary Harris Education, Emerita
Gary Harrison English
Karl Hinterbichler Music
Scott Hughes* Law
Dubra Karnes-Padilla UNM Valencia
Kate Krause Economics
Vonda Long Counselor Education, Emerita
Wanda Martin English
Estella Martinez Ind., Fam., & Comty. Educ., Emerita
Prasad Mathew Pediatric Hem/Onc, HSC
Virginia McDermott Communication & Journalism
Sarah Morley Health Sciences Center Library
Leslie Morrison Neurology/Academic Affairs, SOM
Helen Muller ASM, Emerita

Bruce Neville University Libraries
Bruce Noll Educ. Ldshp. & Org. Learning
Eric Nuttall Chemical & Nuclear Eng., Emeritus
Leslie Oakes ASM
John Oetzel Communication & Journalism
Lee Orosco Civil Engineering
Daniel Ortega Law
Patricia Payne Nursing
Susan Pearson Theatre & Dance
Mary Power English
Ric Richardson* Architecture & Planning
John Rinaldi* Education, Emeritus
Sherry Rogers Cell Biology & Physiology
Susan Romano English
Randy Rosett Anesthesiology
Barri Sanders UNM Taos
Laurie Schatzberg ASM
Andrea Schatzberg Sports Administration
David Scott University Libraries, Emerita
Virginia Shipman Internal Medicine, Geriatrics
Anne Simpson Family and Comm. Medicine
Brian Solan Education, Emerita
Patricia Stall UNM Gallup
Pamela Stovall Biology
Ellie Trotter School of Medicine, Emeritus
John Trotter Sociology
Howard Waitzkin Health Careers, UNM Gallup
Jackie Weeks Communication & Journalism
Olaf Werder Linguistics
Sherman Wilcox Chemical & Nuclear Eng., Emerita
Ebtisam Wilkins University Libraries
Fagan Wilkins Interim Dean: ASM & Dean,
Amy Wohlet Graduate Studies
Carolina Yahne CASAA, Emerita
Steven Yourstone ASM

*Trained Mediator, with program other than FDR
FDR WEBSITE
FOR EVERYONE INTERESTED IN RESOLVING CONFLICTS

http://www.unm.edu/~facdr

The FDR website offers information on resolving workplace conflicts and moving forward to productive interactions. The website provides extensive information about the following topics:

- What is Faculty Dispute Resolution?
- What is Mediation?
- Information about Confidentiality
- Mediation Agreement Forms
- Information about Mediation Training
- Workshops
- Newsletters
- Article and Chapter Summaries
- Roster of Faculty Mediators
- FDR Advisory Board
- Dispute Resolution Links
- and more...

The summaries of articles and book chapters include a range of topics helpful to understanding and resolving working difficulties. They can be helpful and interesting to trained mediators, mediators in training, or for anyone who is having a difficult time and might consider the option of mediation in the future.

The following abstracts are from the collection found in the Article and Chapter Summaries link on the FDR website:

The Four-Fold Way
Book Author: Angeles Arrien

In her work on life principles, Angeles Arrien offers four guides that can be useful in different settings: one-to-one conversations, small groups and meetings, and class participation.

1. Show up and stay present.
2. Listen for what has heart and meaning.
3. Speak the truth — without blame or judgment.
4. Be open to outcome, not attached to outcome.

And Never the Twain Shall Meet: Administrator-Faculty Conflict
Book: Mending the Cracks in the Ivory Tower: Strategies for Conflict Management in Higher Education (S.A. Holton, Ed.)
Chapter Author: Judith Sturnick

Judith Sturnick recommends facing conflict as soon as it happens, but emphasizes that this often does not happen in higher education. Rather, conflict is either avoided or judged too quickly by involved parties. She further states that one characteristic of an effective leader is the ability to ascertain the importance of the conflict and to know exactly when to intervene. There are several questions to ask when faced with conflict. Is the conflict deeply embedded in institutional culture and procedures? Is it systemic? What effect does, or could, the conflict have on the vision, goals or priorities of the institution? Are people already taking sides?

Judith Sturnick lays out 15 principles of effective conflict management

This article continues on the FDR website.

Search Beneath the Surface for Hidden Meaning
Book: Resolving Conflicts at Work
Authors: Kenneth Cloke & Joan Goldsmith

As conflicts emerge, they often dominate communication and may have less connection to the real issues below the surface. Cloke and Goldsmith remind us that in conflict “what is at stake is our capacity for mutual respect, integrity, inner truth, and honest relationships with others.” Cloke and Goldsmith created an “Iceberg of Conflict” to describe what is beneath the surface in a conflict.

This article continues on the FDR website.
Faculty Dispute Resolution

Graduate and Professional Student Dispute Resolution Organization (GPS-DRO)

Announcement

Mediation for graduate and professional students has been available at UNM for almost 10 years. This year, we have evolved into a student organization: the Graduate & Professional Student Dispute Resolution Organization (GPS-DRO).

To keep our mediation skills current, we are planning two workshops this year, one during Fall 2007 and one in Spring 2008. Additionally, we will be offering mediation training during Spring 2008.

If you know of any graduate students who may be interested in learning about conflict resolution and mediation, please have them contact Cheryl Bryan at cbryan@unm.edu.

A pessimist sees the difficulty in every opportunity; an optimist sees the opportunity in every difficulty.

—Sir Winston Churchill

Graduate Student Mediators

Jennifer Bowe
Varda Brahms
Christopher Brown
Cheryl Bryan
Susan Clair
Matthew Dahlsten
Melissa Heap
Holly Kawakami
Sharon Pearson
Vicente Quevedo
Andrea Salazar
Kerstin Schuhfleck

Counselor Education, FDR
COE, LLSS/ETSS
Communication & Journalism
Psychology
Public Administration,
Comty. & Regional Planning
Psychology
Communication & Journalism
Counselor Education, FDR
Comty. & Regional Planning
COE, OLIT

FDR Fall Workshops

Workplace Bullying

Professor Lutgen-Sandvik’s research in workplace bullying has been published in the Management Communication Quarterly, Communication Monographs and the Journal of Management Studies. In this workshop, she will discuss the causes, consequences and interventions for workplace bullying.

Presenter: Pamela Lutgen-Sandvik
Assistant Professor
Communication & Journalism;
Date: Wednesday, October 17, 2007
Time: 12:00—1:30 pm
Place: Student Union Building
Upper Level, Lobo Room
Seating is limited. Please check with Jean Civikly-Powell at jcivikly@unm.edu or 277-3212.

Mindfulness & Mediation

All across the country, mediators are learning how Mindfulness Meditation can enhance their mediation practice. Through mindfulness, a deliberate moment-to-moment attention on what-is, mediators expand their ability to bring focused attention, freedom from judgment, and mediator presence to mediation sessions.

Presenter: Marsha Lichtenstein, Office of Institutional Research
Date: Wednesday, November 7, 2007
Time: 12:00 —1:30 pm
Place: On campus, to be announced

Please RSVP by Friday, November 2nd to Jean Civikly-Powell at jcivikly@unm.edu or 277-3212.