We have a new website!  
http://ombudsfac.unm.edu

► We are very proud to unveil our new website, thanks to Sara Holmes’ care and attention. You will find great information and many many resources! Here are just a few items you can explore:

► I Choose Civility — a framed statement suitable for printing and posting.
► Link to Resolving Workplace Conflicts — a short self-guided course.
► Link to HSC School of Medicine Respectful Campus website.
► Department Chair Resources links
► Booklet of UNM Dispute Resource Resources for Faculty
► Article Summaries: Our website offers brief article summaries on topics related to mediation and conflict management, e.g.:
  **The Sacred Art of Listening**
  **My Professor is so Unfair**
  **Workplace Bullying**
  **Honesty and Empathy: Speaking the Unspeakables**

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ODR Open House—Please Join Us!

Ombuds/Dispute Resolution Services for Faculty and Staff is hosting its annual open house! This is a great time to come by, visit with staff and friends, and enjoy some light refreshments.

We look forward to seeing you!  
Jean Civikly-Powell  
  Ombudsperson for Faculty  
Jonathan Armendariz  
  Ombudsperson for Staff  
Megan Rafferty  
  ODR/Staff Facilitator  
Diana Mendoza  
  ODR/Staff Coordinator  
Meg Hoskison and Sara Holmes  
  ODR/Faculty Graduate Assistants

Time: Thursday, October 27th  
11:30 am - 1:00 pm
Place: Ombuds/Dispute Resolution Offices  
1800 Las Lomas NE  
SE corner Las Lomas & Buena Vista

The extraordinary relevance of the rules of civility to our lives is that by following them we put into everyday practice the principle of respect for persons.

-- P.M. Forni
These are the UNM faculty who have completed the ODR 36-hour mediation training. The ODR program may call upon them to assist with faculty-faculty, faculty-administrator or faculty-staff disputes, or faculty-initiated disputes with students (with the approval of all parties involved). Faculty mediators may also assist informally with difficulties that arise in campus interaction settings, e.g., teaching and research interactions, and faculty or committee meetings. Some mediators pursue additional mediation training and may also volunteer their mediation services in their communities or at Metropolitan Court.

They contribute to a climate of constructive communication and provide a great service to UNM!

Andrea Allan, HSC Neurosciences
Rosa Auletta, Transitional Sts, Learning Communities., UNM-V
Sylvia Andrew, UNM Gallup, Executive Director
Joseph Barbour, UNM Valencia, Social Cultural Studies
Marsha Baum, Law
Claire-Lise Benaud, University Libraries
Gloria Birkholz, Nursing, Emerita
Steven Block, Music
Lisa Broidy, Sociology
Stephen Burd, ASM
William Buss, Neurosciences, Emeritus
Anne Calhoon, Language, Literacy & Sociocultural Studies
Jean Civiky-Powell, C&J Emerita, Ombuds Dispute Resolution
Dorothy Clough, Nursing, Emerita
Gene Coffield, Indiv., Family & Community Education, Emerita
Mary Jane Collier, Communication & Journalism
John Cornish, Extended University
Cara Lea Council, Biology
Patricia Covarrubias, Communication & Journalism
Janet Cramer, Communication & Journalism, Assoc. Dean, A&S
Gary Cuttrell, Surgery, Dental Services
Zina Daniels, Orthopaedics, Physical Therapy, Emerita
Susan Deese-Roberts, University Libraries, Emerita
Gloria Dyc, Arts & Letters, UNM Gallup
Mark Emmons, University Libraries
Santa Falcone, Professor & Special Asst., Provost Office
John Feldman, Law
Corey Ford, Neurology/MIND Imaging Center
Sally Fortner, Anesthesiology
Robert Fritch, General Internal Medicine
Barry Gaines, English
Patricia Gillikin, Developmental English, UNM Valencia
Tim Goldsmith, Psychology
Maria Dolores Gonzales, Spanish & Portuguese, Emerita
Shuhong Guo, Internal Medicine
Miriam Gustafson, English, UNM Valencia
Mary Harris, Individual, Family, & Community Educ., Emerita
Gary Harrison, Interim Dean, Graduate Studies
Karl Hinterbichler, Music
Scott Hughes, Law
Jami Lynn Huntringer, English, UNM Valencia
Duba Karnes-Padilla, UNM Valencia
Kate Krause, Economics
Alice Lawson, UNM Valencia
Anne Lightsey, ASM Management Development Center
Vonda Long, Individual, Family, & Community Educ., Emerita
Wanda Martin, English
Estella Martinez, Individual, Family, & Community Educ., Emerita
Prasad Mathew, Pediatrics
Margaret Menache, Family & Community Medicine
Sarah Morley, Health Sciences Library & Informatics Center
Leslie Morrison, HSC Executive Director of Faculty & Student Affairs
Helen Muller, ASM, Emerita
Bruce Noll, Educ. Leadership, & Organizational Learning, Emeritus
Eric Nuttall, Chemical & Nuclear Engineering, Emeritus
Leslie Oakes, Anderson Schools of Management
Lee Oroso, Civil Engineering
Patricia Payne, Nursing
Susan Pearson, Theatre & Dance, Emerita
Stefan Posse, Neurology
Mary Power, English
Ric Richardson, Architecture & Planning, Public Administration
Deborah Rifenburg, Associate Dean, COE Administration
John Rinaldi, Individual, Family, & Community Educ., Emeritus
Sherry Rogers, Cell Biology, Emerita
Susan Romano, English, Emerita
Randy Rosett, Anesthesiology
Adrienne Salinger, Art & Art History
Barri Sanders, UNM Taos
Laurie Schatzberg, ASM
David Scott, Associate Dean, COE Administration
Virginia Seiser, University Libraries, Emerita
Anne Simpson, Internal Medicine, Geriatrics, Inst. For Ethics
Brian Solan, Family and Community Medicine
Patricia Stall, Education, Emerita
Pamela Stovall, UNM Gallup
John Trotter, Vice Chancellor, HSC Academic Affairs
Tim Wadsworth, Institute for Social Research
Howard Waitzkin, Sociology, Internal Medicine
Eileen Waldschmidt, Teacher Education
(continued, page 3)
CONGRATULATIONS to the ODR Mediation Class, Fall 2011!

Julie Broyles, General Internal Medicine
Megan Dell, Emergency Medicine
Sally Fortner, Anesthesiology
Tilia Giron, Individual, Family, & Community Education
Susan Harper, Health, Exercise, & Sports Sciences
Steven Harris, University Libraries
Sara Holmes, C&J, ODR
Meg Hoskison, Counseling Educ., ODR
Brandi Lawless, Communication & Journalism
Leila Lehnen, Spanish & Portuguese
Mary Quinn, Spanish & Portuguese

A big THANK YOU to Faculty Coaches!

Steven Block, Music
Jean Civikly-Powell, ODR
Mary Jane Collier, Communication & Journalism
Mark Emmons, University Libraries
Mary Harris, Indiv., Family, & Community Educ., Emerita
Margaret Menache, Family & Community Medicine
Laurie Schatzberg, Anderson Schools of Management

Mediation Training Feedback

Congratulations to all who participated in our Fall Mediation Training for Faculty!
Thank you for sharing your feedback about the training:

Some quotes from training participants:

“It is hard to be in conflict. The skills taught in the workshop make conflict easier to deal with. This workshop gave me the confidence to deal more effectively with conflicts I see in many areas of life and work.”

“Great training! A great benefit.”

“Take it!”

“I plan to use these skills to navigate through difficult situations in the workplace.”

“It would be helpful if all faculty learned more about listening, clarifying, acknowledging, etc.”

“I think it’s a really valuable way to gain a different perspective on professional relationships.”

“It was the most valuable experience I have had as a faculty member.”

“. . . there’s nothing more intimate in life than simply being understood. And understanding someone else.”

“salon”: a gathering of people under the roof of an inspiring host, held partly to amuse one another and partly to refine taste and increase their knowledge of the participants through conversation. Salons (were) commonly associated with French literary and philosophical movements of the 17th century and 18th centuries. . . . from French, from Italian salone, augmented form of sala hall, of Germanic origin; compare Old English sele hall, Old High German sal, Old Norse salr hall;

“. . . (A salon) serves its purpose magnificently if it succeeds in inspiring people to use their minds and hearts at their maximum capacity and come to appreciate the personalities and contributions of others even if they differ from their own. True conversation occurs when we feel at ease expressing our ideas and sentiments, while remaining free to modify them based on what we learn from others sharing our space and experience. Winning the debate is not the purpose of good conversation. Winning back our ability to talk with one another (as opposed to talking ‘at’ one another) is the ultimate and most precious goal of a salon.” — http://www.bdavetian.com/saloonhistory.html, Benet Davetian, Associate Professor of Sociology and Anthropology, University of Prince Edward Island, Canada; Director, The Civility Institute.

ODR is hosting a salon on Workplace Civility

We are drafting some guiding questions for this salon, and invite your questions for this salon conversation. We also anticipate having several video excerpts about workplace civility.

Please RSVP if you will be attending: jcivilly@unm.edu

Thursday, November 10, 2011
12:30-1:45
Location to be determined

— 10 Keys to Civility —
http://www.becauseitmatters.net

Why 10 Keys to Civility? Because It Matters is . . . our expression of belief in the importance of civility. . . . We needed some simple guiding principles to raise awareness and impact behavior. The Because It Matters volunteers turned to the literature on civility, including Robert Putnam’s breakthrough book on social capital, “Bowling Alone: The Collapse and Revival of American Community,” as well as “Social Intelligence” by Daniel Goleman, but the most impactful book was P. M. Forni’s, “Choosing Civility: The Twenty-five Rules of Considerate Conduct.”

Respect Others. The ability to see the actual individual is part of acknowledging each other, and the first step to positive regard.

Think Positively. Countless studies have demonstrated that those who think positively live longer and happier lives.

Pay Attention. The root of “attention” is “to attend to.” That means that every act of acknowledgement or kindness begins with “attending to” the other person.

Make A Difference. There are opportunities to make a difference in every encounter.

Speak Kindly. Words of kindness can inspire others, lift their spirits, and even, as Forni writes, “reconcile them with life.”

Say Thank You. Such a simple deed, the acknowledging of an act of service or kindness by saying “thank you.”

Accept Others. . . . the crux of accepting others: welcoming all with the same enthusiasm as we experience in the feeling of belonging.

Rediscover Silence. Noise can take us away from ourselves; silence can be the bridge to our innermost thoughts and tranquility.

Listen. Instead of focusing on what we want to say and our own needs, good listening requires that our attention go to others. The act of listening takes work.

Keep Your Cool. he key is to find that happy medium where you express your needs without intruding on others’ needs and do it in a calm and kindly way.