



Ombuds/Dispute Resolution Services for Faculty

Newsletter
Volume XII, No. 1
Fall 2011



UNM Ombuds/Dispute Resolution Services for Faculty provides consultation & mediation services to UNM faculty & administrators for potential or ongoing workplace conflicts. The guiding standard is resolution at the least adversarial level. The long-term vision is a wide-spread network of trained UNM faculty committed to dialogue, constructive conflict management & conflict prevention.

Ombudsperson:
Jean Civikly-Powell
Graduate Assistants:
Sara J. Holmes
Meg Hoskison
Location:
1800 Las Lomas NE
MSC 05 3140
Phone: 277-3212

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<http://ombudsfac.unm.edu>

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

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

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*

ODR Salon—See p. 4

<http://ombudsfac.unm.edu>

— Ombuds/Dispute Resolution Faculty Trained in Mediation —

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 Civikly-Powell, C&J Emerita, Ombuds Dispute Resolution
 Dorothy Clough, Nursing, Emerita
 Gene Coffield,* Individ., 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 Cuttrel, 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
 Cathy Gutierrez-Gomez, Individual, Family, & Community Educ.
 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 Huntsinger, English, UNM Valencia

Dubra 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 Orosco, Civil Engineering
 Jay Parkes, Individual, Family, & Community Educ.
 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
 Virginia Shipman, Individual, Family, & Community Educ.
 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

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Jacqueline Weeks, UNM Gallup, Emeritus
Sherman Wilcox, Linguistics
Ebtisam Wilkins, Chemical & Nuclear Engineering, Emerita
Fran Wilkinson, Deputy Dean, University Libraries

Bronwyn Wilson, Internal Medicine,
Amy Wohlert, Speech & Hearing Sciences
Carolina Yahne, CASAA, Emerita
Steven Yourstone, Anderson Schools of Management
*Trained Mediator, with program other than ODR

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!

We couldn't do this without you!

Steven Block, Music
Jean Civikly-Powell, ODR
Mary Jane Collier, Communication & Journalism
Mark Emmons, University Libraries

Mary Harris, Individ., Family, & Community Educ., Emerita
Margaret Menache, Family & Community Medicine
Laurie Schatzberg, Anderson Schools of Management

Mediation Training Feedback

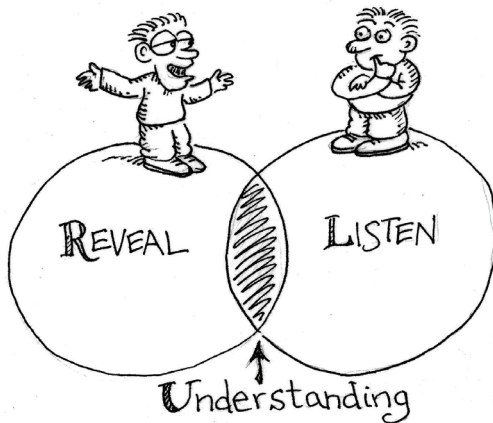


Image from <http://actstraining.com/wp-content/uploads/2011/04/understandingcartoon1.jpg>



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

Brad Meltzer, *The Inner Circle*. (2011). NY: Grand Central Publishing, p 285.

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.”



ODR Salon

— Workplace Civility — Experiences & Opportunities with Colleagues and Students

“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/salohistory.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: jcivikly@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. The 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.