



Ombuds Outlook — March 2014
Ombuds/Dispute Resolution Services for Faculty
<http://ombudsfac.unm.edu>

CONGRATULATIONS to the Mediation Class, Spring 2014!

Regina Carlow - Music, Fine Arts
Loretta Cordova de Ortega - Pediatrics
Jennifer Hetteema - Family & Community Medicine
Marilou Acosta Joson - Math & Science, UNM-G
Diane Marshall - Biology, Arts & Sciences
Samantha Ocena - English
Thomas Rotter - Ctr. for High Technology Materials
Heather Sands - Counselor Education & Supervision,
Ombuds Services for Faculty
Mindy Tinkle - Nursing

Lori Townsend - University Libraries & Learning
Sciences
Helen Walton - Nursing Education, UNM-V
Erin Watley - Communication & Journalism,
Ombuds Services for Faculty



And, a big THANK YOU to our Faculty Mediator Coaches!

Jonathan Bolton - HSC Psychiatry, Office of
Professionalism
Steve Block - Music
Jean Civikly-Powell - Ombuds Services for Faculty
Mark Emmons - University Libraries & Learning
Sciences

Laurie Schatzberg - Anderson School of Management,
emerita.
Margaret Menache - Family & Community Medicine,
emerita.
Julia So - CHESS (Communications, Humanities, Edu-
cation & Social Sciences), UNM-V

Ombuds Workshops for March and April

Facilitation for Results

March 31st, 12-1:15pm, UNM Business Center Rm 1007

At its core, facilitation is guided problem solving. A good facilitator structures interaction processes and guides groups of people in order to help organizations work effectively together toward common goals.

Mark Emmons, a Faculty Ombuds Representative, will lead a workshop covering the values that guide facilitation, the role of facilitators, and basic meeting management skills. At the end of the workshop, you will have worked through a process that should bring better results to your meetings.

Mark is a professor in University Libraries & Learning Sciences, where he is often asked to facilitate.

RSVP: jcivikly@unm.edu

Clarifying Ambiguity

April 16th, 12-1:15pm, UNM Business Center Rm 1016

Many times the root of a disagreement may be found in the ambiguous use of words. An ambiguous statement by another person might affect your ability to make decisions and take appropriate actions.

Margaret Menache, an ODR Faculty Representative, will lead this workshop. It will focus on (1) language choices you can make to be clear in your statements, and (2) neutral clarifying questions you can ask when confronted with ambiguity.

Margaret Menache is Assistant Professor Emerita, Family and Community Medicine.

RSVP: jcivikly@unm.edu

The Movement of Conflict – Transformative Mediation

Bush, R.A.B. & Folger, J.P. (1994). *The Promise of Mediation: Responding to Conflict through Empowerment and Recognition*. San Francisco, CA: Jossey-Bass

How do we assess our comfort levels with interpersonal conflict? How do we gauge or assess how conflict is managed within departments, among colleagues/friends/family, and, more importantly, within ourselves?

The Promise of Mediation: Responding to Conflict through Empowerment and Recognition (Bush & Folger, 1994) outlines a mediation model focusing on the movement of conflict, referred to as “transformative mediation” which engenders goals of moral growth toward both strength and compassion for each individual. Transformation involves “changing not only situations but people themselves, and thus society as a whole” (p. 29). As conflict from all aspects of society (i.e., interpersonal, institutional, and structural) is inevitable, the authors present their now well-noted premise to develop inner strength and compassion for oneself and others during the throes of conflict.

This book offers a perspective to mediation that fosters personal and interpersonal growth through conflict—using conflict as a form of empowerment and to build relational strength. As several existentialists have placed emphasis on understanding the meaning of anxiety and fear, the transformative mediation process is a powerful reframe of conflict that helps people to dive into anxieties and fears around conflict in order to promote learning, growth, and compassion.

With critiques on problem-solving and settlement models, Bush and Folger hone in on the relational pieces to conflict. They explain the transformative process and reframe the premise of disputes, which “can be viewed not as problems at all but as opportunities for moral growth and transformation” (p. 81). They discuss this in two dimensions. The first dimension entails “strengthening the self” through realization and building “one’s inherent human capacity for dealing with difficulties of all kinds” (p. 81). The second dimension “involves reaching beyond the self to relate to others” (p. 81).

Speaking toward these dimensions, many people often admit to experiencing high anxiety and fear that can stifle or project their voices in ways that may not be heard by the other individual. By centering on compassion and empathy, Bush and Folger prioritize a need to begin empowerment and compassion for one’s own experiences with situations—a form of self-validation. This process often helps to de-shield anxiety that prevents a transformative dialogue. Within the second dimension, compassion for others is expressed through active listening and reflections of another’s experiences—a form of validating beyond one’s self.

Unlike other problem-solving or settlement forms of mediation, the transformative mediation process evokes an ongoing dialogue between conflicting individuals, where individuals are encouraged to dialogue with each other (as opposed through a mediator) and to interrupt each other. The mediator’s role in this model evokes discussions on individuals’ *worldviews* or generalized frameworks that operate within a culture or society. This helps to elicit information about individual positioning within the conflict. Bush and Folger place great emphasis on *relational worldviews*, which “starts from the position that the most important value is transformation, the achievement of human conduct that integrates strength of self and compassion toward others” (p. 242).

If you wish to read more about transformative mediation, please contact Jean Civikly-Powell at jcivikly@unm.edu to borrow this book from ODR.

Summary prepared by Heather Sands, Graduate Assistant, Ombuds/Dispute Resolution Services for Faculty