



THE UNIVERSITY of  
NEW MEXICO

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

**November 14th Workshop**

**Communication, Brains, and Personalities**

Presented By: Margaret Menache

Emerita Faculty, Family and Community Medicine & Faculty Ombuds Representative

Our innate thinking strategies influence how we perceive others, how others us, and how our interactions are affected. In this workshop, we consider not only some commonly used personality typing systems but also the dangers that might arise from facile categorization.

**Date:** Friday, November 14th, 2014

**Time:** 11:30am – 1:00pm

**Location:** UNM Business Center

(SE Corner of Lomas and University), Room 1007

**RSVP:** Jean Civikly-Powell, Ombudsperson for Faculty  
277-3212, [jcivikly@unm.edu](mailto:jcivikly@unm.edu)

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**Observations from Two Children**

*True Compassion is about not bruising the other person's self-respect.*

—Naoki Higashida, The Reason I Jump —

The Inner Voice of a Thirteen-year-old Boy with Autism.

New York: Random House, 2007



*If you can't think of something nice to say,  
you're not thinking hard enough.*

—Kid President's Guide to Being Awesome—  
20 Things We Should Say More Often

[www.youtube.com/watch?v=d413bU\\_zfCA&sns=em](http://www.youtube.com/watch?v=d413bU_zfCA&sns=em)

## “What People Really Need is a Good Listening To”

—Suzanne, Live with Intention 2015 Calendar by Renee Locks

"Research has consistently demonstrated that ineffective listening habits present the most common barriers to success in relationships," according to authors Larry Barker, Ph.D. and Kittie Watson, Ph.D. Yet most people consider listening a passive act, even a no-brainer at times, unaware that the ability to effectively listen--not just *hear*--is one of our most crucial skills. In fact, many readers will be surprised to learn that it is the *listener*, not the talker, who holds the most power and control in a conversation.

Adapted from work by Larry Barker and Kittie Watson, *Listen Up: How to Improve Relationships, Reduce Stress, and Be More Productive By Using the Power of Listening*. New York: St. Martin's Press, 2000.

1. I wait until you are finished speaking before I start to speak. I don't interrupt you.
2. I keep my attention on you when you are speaking and don't do other things at the same time.
3. I set aside time so we can talk without being rushed or feeling rushed.
4. I pay attention to understanding what you are telling me, and ask questions to check if I understand.
5. I stay in the present with what you are saying, and don't jump ahead to finish your thoughts or tell you mine.
6. I give you a response to your question or request.
7. I build on your thought by saying "Yes, AND. . ." rather than discounting your comment with a "Yes, BUT. . . ."
8. I stay on your comment/account/question and don't change course by saying something like "That reminds me when I . . ." or "Here's what happened to me . . . ."

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### Coming Soon to our Website Updated Booklet of UNM Ombuds and Dispute Resolution Services for Faculty

This booklet is compliments of Ombuds/Dispute Resolution Services for Faculty. It is designed as a reference for faculty and faculty leaders for resources for resolving conflicts. Each page of the booklet provides a description of the services provided by a specific office, e.g., Administrative offices, Academic Freedom and Tenure Committee, Counseling Assistant and Referral Services (CARS/EAP), Office of Equal Opportunity, HSC Office of Professionalism, and Ombuds Services for Faculty, Staff, and Graduate Students.