



THE UNIVERSITY of
NEW MEXICO

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

**It is our annual Open House -
help us celebrate!**

Ombuds Services for Faculty - 15 years!

Ombuds Services for Staff—20 years!

International Conflict Resolution Day!

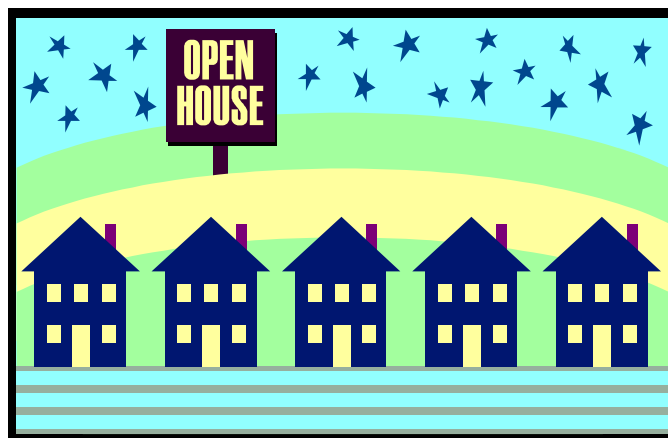
Thursday, October 16th

11:00—1:00

Ombuds/Dispute Resolution Services

1800 Las Lomas, Bldg. #29 on main campus map

SE corner of Las Lomas and Buena Vista



We look forward to seeing you!

October Workshop
Navigating Difficult Conversations

There are times when workplace conversations, while necessary, may cause varying degrees of discomfort or tension. This workshop is designed to recognize the types of difficult conversations that take place in a university setting, to highlight specific techniques for navigating those interactions, and to provide a space to practice using those skills. Please consider joining us whether you are at ease in dealing with conflict, or prefer to avoid it at all costs.

Presenter: Erin Watley, Ph.D. student in Communication, and GA for ODR Services for Faculty.

Wednesday, October 22nd, 12:00 - 1:00

Mitchell Hall 216

Space is limited. Please RSVP:

erind.watley@gmail.com

**Faculty, Staff, and Graduate Students —
You have Ombuds Services**

Here are ways to contact ombuds services.

If you are UNM Faculty,

Email jcivikly@unm.edu or

call 277-3212

<http://ombudsfac.unm.edu>



If you are UNM Staff

call 277-2993



If you are a UNM Graduate Student

call 277-1135

UNM's Ombuds Services adhere to the principles and standards of practice established by the International Ombudsman Association. Services are confidential, informal, impartial and independent.

Empathy in the Workplace

This summary has been adapted from: Gentry, W.A., Weber, T.J., & Sadri, G. (2007). "Empathy in the Workplace: A Tool for Effective Leadership." Center for Creative Leadership.

<http://www.ccl.org/Leadership/pdf/research/EmpathyInTheWorkplace.pdf>

Researchers in a variety of academic fields have suggested that individuals use/boost their empathy skills for all types of work environments — when work places are functioning smoothly and when they are tumultuous or ineffective.

"Empathy is the ability to experience and relate to the thoughts, emotions, or experiences of others." When this trait is exhibited in the workplace, job performance, morale, and productivity are positively influenced. Optimizing empathy in the workplace can take work because *having* empathy is not the same as *demonstrating* empathy. It is not enough to relate or feel empathy internally. Colleagues need to perceive those connections as well. Here are some ways to practice and display empathy:

Be Present – Often times when individuals are communicating information -- whether it is good, bad or neutral -- the most important aspect of a successful interaction is that each person feels heard. Giving directed time and attention to the other person fosters empathy. Even pausing for a brief moment to give a thoughtful response can make a positive impact.

Listen – A good listener can convey understanding and concern for another person's issues, and that show of compassion can lead people to feel respected. It allows for trust to grow. Active listeners reflect and summarize what they are hearing, are slow to judgment, quick to ask for clarification, and share their own experiences.

Adjust your Perspective – Make efforts to see things from the other person's point of view. When you are not able to understand the other's perspective, you are likely to miss out on seeing the person more holistically. Take some time to consider the possibility that personal experiences may influence their position. If you do not know about their experience, express interest and ask them.

Examine your Attitude – What is your priority in an interaction? When you are focused on being right, winning, or proving a point, you may unknowingly close yourself off from collaborating to work at finding a solution. When the sole concern is getting your way, there is not enough room left for empathy.

A cohesive workplace is often about the success of the personal relationships within the work group. Empathy is a key skill to practice in building and maintaining our work relationships.

Summary by Erin Watley, Graduate Assistant, Ombuds/Dispute Resolution Services for Faculty