



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

Ombuds Services For Faculty Celebrates 15 Years!

Ombuds/Dispute Resolution Services for Faculty (ODR) was established in 1999 as Faculty Dispute Resolution, and was re-named in 2010 to better fit its range of services. Why create this service? ODR fills a previous gap in services for times when faculty experience communication breakdowns, difficulties working with colleagues, and strained interactions — all can take a toll on productivity, time, and personal energy. Ombuds services provide a confidential, neutral, independent, and informal environment for consultations with the faculty ombudsperson Jean Civikly-Powell. Jean has a long career at UNM and is faculty emerita (Communication). Her job is to listen to faculty concerns, provide information on faculty policies and resources, discuss options, and refer faculty to offices appropriate to their specific needs.

The ODR website is <http://ombudsfac.unm.edu>. It has information on what the ombudsperson does and does not do, a printable ODR brochure, the hallmarks of ombuds practice, a list of over 100 current faculty trained in mediation, information about mediation, and links to a number of 1-2 page summaries of readings on workplace conflict topics, the UNM Respectful Campus Policy (Faculty Handbook, C09), and much more!

Upcoming Ombuds Events

2014 Open House



In celebration of International Conflict Resolution Day, Ombuds Services for Faculty and Staff invites you to our annual Open House. This is a great time to come by to enjoy some light refreshments, visit with colleagues, get acquainted with the ODR staff, and enjoy our courtyard.

When: Friday, October 16th, 11:00am-1:00pm

Where: Ombuds/Dispute Resolution Services for Faculty & Staff, 1800 Las Lomas, SE corner of Las Lomas & Buena Vista, Bldg. # 29 on main campus map.

ODR Lunch Bag Workshops

Ombuds Services for Faculty will be announcing workshops for Fall Semester. Please bring your lunch/snack and participate in the discussion with colleagues. It is a great way to connect with faculty in other departments and campuses.

Mediation Training for Faculty

The Spring 2015 Mediation Training had a full class within one day of its offering!

This training familiarizes faculty with the content, theory, and practice of conflict management and mediation. It is another great opportunity to work with faculty from other departments and to learn/practice ways to respond when conflicts happen.

Some Characteristics of Workplace Conflict

In a sense, faculty are a “disciplinary family” with colleagues who have similarities and differences in their paths of research, teaching and service.

Differences of approaches, philosophies, practices, and ways of working with each other can bring up — often unknowingly — profound challenges to our ideas of what it means to be colleagues.

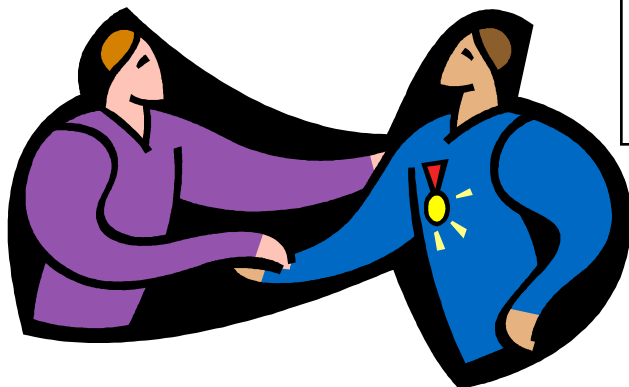
Some signals to workplace friction include:

- ◆ Time drain and brain drain
- ◆ Less than stellar discussions and decisions
- ◆ Impaired/unsatisfactory communication and interactions
- ◆ Misunderstandings
- ◆ Untested assumptions
- ◆ Reluctant participation or non-participation in department tasks
- ◆ Taking to flight, fight, or freeze

These minor, and sometimes more frequent, experiences may develop into a pattern of interaction (sometimes described as a “climate”), and can also spill over to contexts beyond the work place.

Here are a few short readings that may spark your interest:

- ◆ A recent online article from Crucial Skills talks about Transforming a Negative Environment: <http://www.crucialskills.com/2014/09/transforming-a-negative-environment/>
- ◆ Escaping the Avoidance Trap: http://ombudsfac.unm.edu/Article_Summaries/Escaping_the_Avoidance_Trap.pdf
- ◆ Manage Yourself So You Can Lead Others: http://ombudsfac.unm.edu/Article_Summaries/manage_yourself_so_you_can_lead_others.pdf



“You can’t always get what you want . . .
But if you try sometimes,
you just might find
you get what you need.”

—Mick Jagger & Keith Richards