



***Ombuds/Dispute Resolution Services for Faculty
Spring 2013 Update***



CONGRATULATIONS to the Mediation Class of Spring 2013!

Anne Baril, Philosophy
Jonathan Bolton, HSC Psychiatry Education
Sue Chrisman, Pediatrics/Occupational Therapy
Richard Cripps, Biology
Jaci Devine, Communication & Journalism
Kathryn Fraser, Psychiatry, University Clinic
Patricia Gillikin, Developmental English

Reshma Kamal, Indiv. Family & Comm. Ed.
Benjamin Kratzert, Anesthesiology
Kristen Loree, Theatre & Dance
Consolata Mutua, Ombuds Services for Faculty Grad Asst.
Janene Pack, Ombuds Services for Faculty Grad Asst.
Phyllis Palmer, Speech & Hearing Science
Julia So, CHESS, Social & Cultural Sts. UNM-V

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

Jean Civikly-Powell, Ombuds Services for Faculty
Diane Torres Velasquez, Teacher Education
Anne Simpson, Associate Vice President in Geriatrics
Steve Block, Chairperson for Music

Margaret Menache, Family Comm. Medicine, Emerita
Robert Fritch, Chief Medical Officer UNMMG
Laurie Schatzburg, ASM, Emerita

~ Thank you for your time and feed back!

Want to learn more about Ombuds/Dispute Resolution Services for Faculty

Please visit us at ombudsfac.unm.edu

The website provides information on resolving workplace conflicts and moving forward to productive interactions. The website offers extensive information about the following topics:

- What is Ombuds Dispute Resolution?
- What is Mediation?
- Information about Confidentiality
- Mediation Agreement Forms
- Information about Mediation Training
- Workshops
- Newsletters
- Article and Chapter Summaries
- Roster of Faculty Mediators
- Dispute Resolution Links
- SOM Respectful Campus
- And more.....



Many a dispute could have been deflated into a single paragraph if the disputants had dared to define their terms
-- Aristotle



Apology: Regret, Reason, Remedy

McFarlan, B. (2004). *Dropping the pink elephant: Fifteen ways to say what you mean*. New York, NY: MJF Books.

The following are excerpts from the article in the following link:

http://ombudsfac.unm.edu/Article_Summaries/Apology_Regret_Reason_Remedy.pdf

Bill McFarlan, author of the book, [Dropping the pink elephant: Fifteen ways to say what you mean](#), talks about different strategies for taking responsibility for our actions and communication. The chapters reviewed in this summary, “Sorry Seems to be the Hardest Word,” and “Tell the Unpalatable Truth, Rather than the ‘White Lie’,” deal with how apologizing sometimes seems to be a very hard thing to do and that often people do it very poorly, or not at all.

Sorry seems to be the Hardest Word

Many people find it very difficult to accept that they have done something wrong, and furthermore, when they do realize it, they would usually prefer to keep it to themselves. There are many problems with refusing to apologize, and the first of these is that it increases tension between the person who was wrong and the person who was impacted in this wrong. A lack of apology also increases mistrust, anger, and hurt feelings among parties.

McFarlan (2004) shares that often, people prefer not to apologize because they are afraid that admitting fault is a sign of weakness and might cause further mistrust. McFarlan (2004) believes that the opposite is true, and that it takes courage to admit one’s faults, and that doing so is a sign of strength that actually fosters feelings of confidence and trust. He also suggests that apologizing at the earliest opportunity can help prevent further trouble, even legal action.

McFarlan (2004) offers a simple formula for a satisfying apology that consists of three consecutive parts: a) Regret, b) Reason, and c) Reason...

Tell the Unpalatable Truth, Rather Than a “White Lie”

McFarlan (2004) talks about the fact that oftentimes people are tempted to tell a white lie rather than to take responsibility for the difficult truth. There are many obvious problems with lying, however, many people think that a white lie does no harm. Any lie is not the truth, and lies interfere with people being able to trust. He gives the following example. “If you told a friend/colleague that you were late because your car broke down, only for him to discover that you were late only because you set out impossibly late, he would grow suspicious of your motives and question your trustworthiness.” So even though this may be a white lie, the consequences can be huge. McFarlan (2004) suggests taking responsibility for being late (rather than lying) using Regret, Reason, and Remedy.

McFarlan (2004) notes that “The truth is easier to remember because it happened. Lies are figments of the imagination. As such, they’re easier to forger.” Thus, one lie turns into another lie, and it can be hard to keep track of things that did not actually happen. Telling the truth rather than lying is an option with fewer potential pitfalls and is a behavior that garners trust instead of suspicion...

When Colleagues are Brats

By Jacqueline Waggoner, Ed.D.

The following is an excerpt from the article in the following link:

http://ombudsfac.unm.edu/Article_Summaries/When_Colleagues_Are_Brats.pdf

(Note: The author’s title of this article may be off-putting to some, edgy to others, and possibly amusing as well. Reactions to the title could be the basis of a discussion in and of itself. The author looks at some negative behaviors ranging from the bully to scrooge, and outlines effective counters to these behaviors.)

Have you ever left a meeting in which you were trying to work with some colleagues on aligning the curriculum for a course that several of you teach, and decided that the best (printable) word to describe a colleague was “brat?” Does it seem like there is someone in your work environment who has a chronically poor attitude?...