

Ombuds/Dispute Resolution Services for Faculty



Mediation Training for Faculty & Faculty Leaders — Fall

Limited Space Available

Jean Civikly-Powell (Ombudsperson for Faculty, Professor Emerita, Communication) will offer mediation training for UNM Faculty and Faculty Leaders in September 2012.

The training is designed to increase mindful practice of constructive communication and conflict resolution, with particular attention to workplace settings. It prepares faculty in the content, theory, and practice of conflict management and mediation.

The training also stresses strengths-based principles and appreciative inquiry.

Faculty who have taken the training have enthusiastically reported it was an informative and transformative experience.

This is a 4-day/all-day training
Friday and Saturday, September 7 and 8, 8:30-4:30 and
Friday and Saturday, September 21 and 22, 8:30-4:30.

To register, contact Jean at jcivikly@unm.edu.



UNM Ombuds/Dispute Resolution Services for Faculty provides consultation & mediation services to UNM faculty & administrators for potential or ongoing workplace conflicts. The guiding standard is resolution at the least adversarial level. The long-term vision is a wide-spread network of trained UNM faculty committed to dialogue, constructive conflict management & conflict prevention.

— Check Out Our Website — <http://ombudsfac.unm.edu>

Our **recently updated website** has had rave reviews for its design and information, including:

- 🔗 **Booklet of UNM Dispute Resolution Services for Faculty**
- 🔗 **I Choose Civility**
- 🔗 **Four Hallmarks fo Ombuds Practice**
- 🔗 **What Ombuds Do and Do Not Do**
- 🔗 **Workshops Sample Article**

Summaries: Brief reading resources about mediation and workplace conflicts, including:

- **Listening with Your Heart*
- **Sustaining and Nurturing Hope in A Mediation Process*
- ****Workplace Bullying: Causes, Consequences, and Interventions*

See more at:

<http://ombudsfac.unm.edu>

— Save the Date —

ODR Fall Open House!
The third Thursday of October is Conflict Resolution Day, an annual international celebration

Date: Thursday, October 18, 11:30 am - 1:30 pm

Place: Ombuds/Dispute Resolution Offices
1800 Las Lomas NE
SE Corner of Las Lomas & Buena Vista



Ombudsperson:
Jean Civikly-Powell

Graduate Assistants:
Sara J. Holmes
Meg Hoskison

Location:
1800 Las Lomas NE
MSC 05 3140

Phone: 277-3212

jcivikly@unm.edu
ombudsfac.unm.edu

The purpose of life is to contribute in some way to making things better.

—Robert F. Kennedy

— Ombuds/Dispute Resolution Faculty Trained in Mediation —

These are the UNM faculty who have completed the ODR 36-hour mediation training. The ODR program may call upon them to assist with faculty-faculty, faculty-administrator, faculty-staff, or faculty-student disputes (with the approval of all parties involved). Faculty mediators may also assist informally with difficulties that might arise in campus interaction settings, e.g., teaching and research interactions, and faculty and committee meetings. Some mediators pursue additional mediation training and may also volunteer their mediation services in their communities, at Metro Court, and in other arenas.

They contribute to a climate of constructive communication and provide a great service to UNM!

Andrea Allan, HSC Neurosciences
 Sylvia Andrew, UNM Gallup, Executive Director
 Rosa Auletta, Transitional Studies, Learning Communities, UNM-V
 Joseph Barbour, UNM Valencia
 Marsha Baum, Law
 Claire-Lise Benaud, University Libraries
 Gloria Birkholz, Nursing, Emerita
 Steven Block, Music
 Lisa Broidy, Sociology
 Stephen Burd, Anderson School of Management
 William Buss, Neurosciences, Emeritus
 Anne Calhoon, Language, Literacy & Sociocultural Studies
 Jean Civikly-Powell, C&J Emerita, Ombuds Dispute Resolution
 Dorothy Clough, Nursing, Emerita
 Gene Coffield,* Individual, Family, & Community Educ., Emerita
 Mary Jane Collier, Communication & Journalism
 John Cornish, Extended University
 Cara Lea Council, Biology
 Patricia Covarrubias, Communication & Journalism
 Gary Cuttrel, Surgery, Dental Services
 Zina Daniels, Orthopedics, Physical Therapy, Emerita
 Megan Dell, Emergency Medicine
 Susan Deese-Roberts, University Libraries, Emerita
 Gloria Dyc, Arts & Letters, UNM Gallup
 Mark Emmons, University Libraries
 Santa Falcone, Professor & Special Asst., Provost Office
 John Feldman,* Law
 Corey Ford, Neurology/MIND Imaging Center
 Sally Fortner, Anesthesiology
 Robert Fritch, General Internal Medicine
 Barry Gaines, English
 Patricia Gillikin, Developmental English, UNM Valencia
 Tim Goldsmith, Psychology
 Maria Dolores Gonzales, Spanish & Portuguese, Emerita
 Cathy Gutierrez-Gomez, Individual, Family, & Community Educ.
 Shuhong Guo, Internal Medicine
 Miriam Gustafson, English, UNM Valencia
 Susan Harper, HESS
 Mary Harris, Individual, Family, & Community Educ., Emerita
 Gary Harrison, Interim Dean, Graduate Studies
 Karl Hinterbichler, Music
 Scott Hughes,* Law
 Jami Lynn Huntsinger, English, UNM Valencia

Dubra Karnes-Padilla, UNM Valencia
 Kate Krause, Economics
 Alice Lawson, UNM Valencia
 Anne Lightsey,* ASM Management Development Center
 Vonda Long, Individual, Family, & Community Educ., Emerita
 Wanda Martin, English
 Estella Martinez, Individual, Family, & Community Educ., Emerita
 Prasad Mathew, Pediatrics
 Margaret Menache, Family & Community Medicine
 Sarah Morley, Health Sciences Library & Informatics Center
 Leslie Morrison, HSC Executive Director of Faculty & Student Affairs
 Helen Muller, Anderson School of Management, Emerita
 Bruce Noll, Educ. Leadership & Organizational Learning, Emeritus
 Eric Nuttall, Chemical & Nuclear Engineering, Emeritus
 Leslie Oakes, Anderson School of Management
 Lee Orosco, Civil Engineering
 Jay Parkes, Individual, Family, & Community Educ.,
 Patricia Payne, Nursing
 Susan Pearson, Theatre & Dance, Emerita
 Will Pockman, Biology
 Stefan Posse, Neurology
 Mary Power, English
 Ric Richardson,* Architecture & Planning, Public Administration
 Deborah Rifembary,* Associate Dean, COE Administration
 John Rinaldi,* Individual, Family, & Community Educ., Emeritus
 Sherry Rogers, Cell Biology, Emerita
 Susan Romano, English, Emerita
 Randy Rosett, Anesthesiology
 Adrienne Salinger, Art & Art History
 Barri Sanders, UNM Taos
 Laurie Schatzberg, Anderson School of Management
 David Scott, Associate Dean, COE Administration
 Virginia Seiser, University Libraries, Emerita
 Virginia Shipman, Individual, Family, & Community Educ.,
 Anne Simpson, Internal Medicine, Geriatrics, Inst. For Ethics
 Brian Solan, Family and Community Medicine
 Patricia Stall, Education, Emerita
 Pamela Stovall, UNM Gallup
 Diane Torres-Velasquez, Teacher Education
 John Trotter, Vice Chancellor, HSC Academic Affairs
 Tim Wadsworth, Institute for Social Research
 Howard Waitzkin, Sociology, Internal Medicine

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Eileen Waldschmidt, Teacher Education
 Jacqueline Weeks, UNM Gallup, Emerita
 Sherman Wilcox, Linguistics
 Ebtisam Wilkins, Chemical & Nuclear Engineering, Emerita
 Fran Wilkinson, Deputy Dean, University Libraries

Bronwyn Wilson, Internal Medicine
 Amy Wohlert, Speech & Hearing Sciences
 Carolina Yahne, CASAA, Emerita
 Steven Yourstone, Anderson School of Management
 *Trained Mediator, with program other than ODR

The Cost of Conflict

The Many Costs of Conflict

With just a few minutes' thought and brainstorming, here are potential costs of workplace conflict:

- ☞ Loss of productive work time
- ☞ Contentious work interactions
- ☞ Extensive and extended energy drain
- ☞ Stress, and stress-related illness
- ☞ Ripple effect of stress go beyond work
- ☞ Meetings/time to discuss concerns
- ☞ Lower collegial morale
- ☞ Earlier than planned retirement and loss of faculty expertise
- ☞ Time to search/move to new university
- ☞ Department costs to search and replace
- ☞ Department costs for investments made to faculty who departed
- ☞ Possible harm to property, self and/or others

(White, F. (2012). The human cost of workplace conflict. Retrieved February 29, 2012 from www.thecorporatetoolbox.com/articles/546.)

“Our behaviours are often learned in the context of the family or previous workplaces, so it may also be worth taking a moment to think about what events have influenced your attitude toward conflict.”
 – Fiona White



(<http://blog.julielenzerkirk.com/tag/alternative-dispute-resolution/>)

Strategies for Reducing the Costs of Workplace Conflict

- ☞ Increase awareness and provide opportunities for training in conflict resolution
- ☞ Develop sensitivity to chronic employee conflict, including “passive-aggressive behaviors, such as withholding information, chronic oppositional attitudes, chronic tardiness, and resistance to firm commitments.”
- ☞ Establish standard procedures for resolving conflicts, where managers learn to work as mediators; organizations may institute a policy of peer mediators.
- ☞ Finally, as part of empowering employees to resolve conflict, openly and honestly acknowledge it and encourage learning resolution strategies.

(James A. Cram and Richard K. MacWilliams, <http://www.crambyriver.com/coc.html>)



ODR Announces Outreach Faculty

Ombuds Dispute Resolution Services for Faculty has created a model that expands its contact with UNM faculty. The Outreach Model is designed to increase faculty awareness of and information about ODR services. Eight UNM faculty, who have completed mediation training, will serve as ODR representatives and ambassadors. They will make arrangements to visit during department faculty meetings and will highlight the services and hallmarks of ombuds practice. They can also relay your suggestions and any questions needing additional information to the Ombudsperson for Faculty, Jean Civikly-Powell.

With joy, we welcome this special group of faculty:

Anne Simpson

Jay Parkes

Robert Fritch, Associate Professor, General Internal Medicine, Chief Medical Officer of UNM Medical Group, LoboCare Clinic Physician

Steven Block, Chair, Department of Music

Diane Torres-Velasquez, Associate Professor, Teacher Education

Susan Harper

Laurie Schatzberg, Ph.D., Bill Daniels Ethics Fellow, Anderson School of Management

Margaret Menache

Upcoming Events

Watch for **ODR Workshops**
in the Fall & Spring



ODR offers brown-bag lunchtime workshops each Fall and Spring.

Let us know any workshop topics in which you are interested & we may be able to accommodate your request.

Previous workshops have covered topics such as Emotions in Mediation, Appreciative Inquiry, Advanced Mediator Skills, and the Blessings and Curses of E-Mail.



A civility salon is an informal, discussion-based forum for conversation about civility and possibly create action plans for improving and celebrating civility at UNM.

Please contact ODR if you would like to host a Civility Salon:

Jean Civikly-Powell, jcivikly@unm.edu

A host provides the location.

ODR will create flyers, send email announcements, and provide for discussion facilitation.