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.

--- 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

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 widespread network of trained UNM faculty committed to dialogue, constructive conflict management & conflict prevention.

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
Mantha 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 Cuttrell, 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 Gilelikin, Developmental English, UNM Valencia
Tim Goldsmith, Psychology
Maria Dolores Gonzales, Spanish & Portuguese, Emerita
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 Rifenburg,* 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 Stahl, 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

(continued, page 3)
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


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.

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.

How About Hosting A Civility Salon?

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.