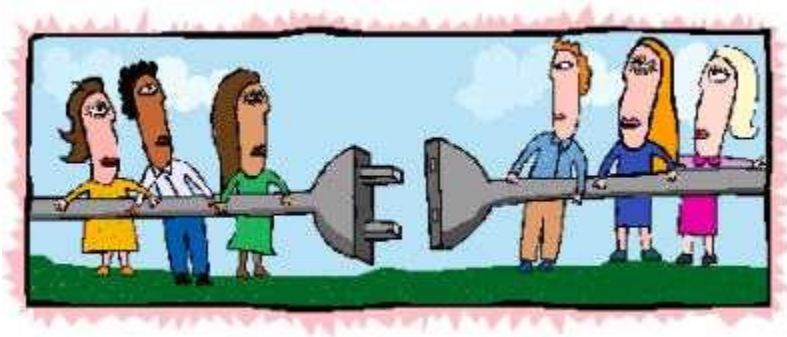


University of New Mexico

Dispute Resolution Services for



Faculty

Compliments of Ombuds/Dispute Resolution Services
for Faculty Jean CiviklyPowell. Ombudsperson
Updated Fall 2013

Prepared by: Carolina Yahne and Sharon Pearson Fall
2006



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. ODR's longterm vision is a widespread network of trained UNM faculty committed to dialogue, constructive conflict management & conflict prevention.

Dispute Resolution Services for UNM Faculty

Workplace conflicts come in all shapes and sizes, and UNM has offices to fit these different needs.

When a UNM faculty member has a conflict, several campus resources are available.

This handbook is designed to give faculty information about the different offices that provide services for resolving different types of conflicts.

Depending on the nature of the dispute, services may include:

- Consultation
- Mediation
- Counseling
- Facilitation
- Hearing
- Training

In this booklet, you will find information about the following offices that offer services and/or training for UNM faculty who are seeking assistance with a conflict:

- Academic Administrative Offices
- Ombuds/Dispute Resolution Services for Faculty
- Ombuds/Dispute Resolution Services for Staff
- Office of Equal Opportunity
- Counseling, Assistance, and Referral Services/EAP
- Academic Freedom and Tenure Committee
- School of Law Mediation Training

The information provided includes a brief description of each program's work and contact information.

Administrative Offices

There are individuals in departments, colleges, and central administration who are part of the process for assisting with faculty questions and concerns. These include:

- Department/Division Chairpersons
- Department/Division Assistant & Associate Chairpersons
- College Deans
- College Assistant & Associate Deans
- Associate Provosts
- Provost

Faculty Senate Committee on Faculty Ethics and Advisory

The charge of this Faculty Senate committee is to advise and consult with university officials and committees when matters of professional ethics are in question. Contact is through the University Secretary's office: 277-4664

Ombuds/Dispute Resolution Services for Faculty (ODR)

Faculty members at UNM occasionally experience conflict in the course of their everyday work. Their conflicts may involve colleagues in their department or other departments, department chairpersons, deans or other staff. Faculty conflicts that are brought to ODR include such things as:

- breakdowns in communication
- conflicts about authorship, grant administration
- perceived workload disparity
- coalitions within a unit
- entrenched patterns of interaction
- philosophical differences
- management style differences
- cultural and gender differences
- contests of will or power

Services and mediations are voluntary and confidential.

Mediation Training: Faculty are encouraged to enroll in nocost mediation training offered by the ODR Program.

Ombuds/Dispute Resolution

Jean Civikly-Powell, Ombudsperson for Faculty

277-3212

jcivikly@unm.edu

<http://ombudsfac.unm.edu>

1800 Las Lomas NE
MSC 05 3140

Ombuds/Dispute Resolution Services for Staff (ODR)

Ombuds/Dispute Resolution Services for Staff uses a variety of techniques to assist employees in preventing and/or resolving any workrelated issue, problem, conflict or concern. The department works with staff and their supervisors or coworkers. It emphasizes collaboration and fair consideration of all sides of an issue. The various processes — including among others facilitation, mediation, information gathering and negotiation — are focused on returning responsibility for resolving conflict to the individuals involved.

ODR Services for Staff provides processes that avoid lengthy adversarial conflicts which interfere with productivity. The goal is to improve communication and the work environment for UNM staff members.

ODR Services for Staff coordinates with ODR Services for Faculty when there is a faculty staff dispute. Services are confidential, and mediation training for staff is available.

**Ombuds/Dispute Resolution Services for
Staff**

JoEllen Ransom, Ombudsperson for Staff

277-2993

askdrc@unm.edu

www.unm.edu/~askdrc

1800 Las Lomas NE
MSC 05 3140

Office of Equal Opportunity (OEO)

OEO's responsibility is to ensure compliance with University policy and with state and federal laws prohibiting discrimination on the basis of:

- race/color/national origin/ancestry
- religion
- gender
- sexual orientation
- age
- disability
- veteran status
- any other protected class status

OEO also works with complaints about a hostile work environment or sexual harassment.

The mission of the OEO is to promote equal access to and treatment for all.

Office of Equal Opportunity (OEO)

Theresa Ramos, Acting Director
277-5251
oeounm@unm.edu

www.unm.edu/~oeounm
609 Buena Vista NE
MSC 05 3150

Counseling, Assistance, and Referral Services (CARS)

The CARS program is the UNM employee assistance program (EAP). It is designed to offer a highly professional, confidential source of help for UNM staff and faculty who are experiencing personal concerns. Personal concerns include, but are not limited to:

- emotional health
- marital
- family
- financial
- alcohol/other drug
- stress issues

The direct services provided include: short or medium term counseling, individual counseling, relationship counseling, seminars, and presentations.

Counseling, Assistance, and Referral Service (CARS)

Steven Rugala, Director 2726868 srugala@unm.edu www.cars.unm.edu

1800 Mesa Vista Road NE MSC02 1770

Counseling, Assistance, and Referral Service (CARS)

Steven Rugala, Director
272-6868
srugala@unm.edu
www.cars.unm.edu

1800 Mesa Vista Road NE
MSC02 1770

Academic Freedom and Tenure Committee (AF&T)

The AF&T Committee is available for questions about faculty tenure and academic freedom concerns.

The principal function of AF&T is to review and investigate concerns and disputes concerning promotion, tenure, and other academic matters, including academic freedom and sabbatical leave.

For a listing of the current chairperson and members, please see <http://www4.unm.edu/facsen/facsen/committees/committee.cfm?comm=2> or click on the Faculty Elected Committees link at <http://secretary.unm.edu>.

Details on the UNM Handbook's Policy on Academic Freedom and Tenure can be found at <http://handbook.unm.edu/newhb.html>. Details on the AF&T Committee are in Section 6.

Academic Freedom and Tenure Committee (AF&T)

<http://www4.unm.edu/facsen/facsen/committees/committee.cfm?comm=2>

Please check with the Office of the
University Secretary for the current
chair of this committee:

277-4664

<http://secretary.unm.edu>

Mediation Training Opportunities

The following programs offer mediation training. Contact information for each program is provided.

~~Ombuds/Dispute Resolution Services for Faculty
<http://ombudsfac.unm.edu>, 2773212. No cost.

~~Ombuds/Dispute Resolution Services for Staff
www.unm.edu/~askdrc, 2772993. No cost.

~~UNM School of Law offers mediation training that emphasizes interpersonal communication skills in a problem-solving context. The training is not limited to those in the legal field.

There is a fee for the Law School training. Please contact John Feldman for details and fees for trainings offered.

**Ombuds/Dispute Resolution Services for
Faculty**

Jean Civikly-Powell

277-3212

<http://ombudsfac.unm.edu>

**Ombuds/Dispute Resolution Services for
Staff**

JoEllen Ransom

277-2993

www.unm.edu/~askdrc

Dispute Resolution Services

Ombuds/Dispute Resolution Services for Faculty (ODR) Jean
CiviklyPowell, Ombudsperson for Faculty 2773212

Ombuds/Dispute Resolution Services for Staff (ODR) JoEllen
Ransom, Ombudsperson for Staff 2772993

Office of Equal Opportunity (OEO) Theresa Ramos, Acting Director
2775251

Counseling, Assistance, and Referral Services (CARS) Steven Rugala,
Director 272-6868

Academic
Tenure
(AF&T)
University
4664



Freedom and
Committee
Contact
Secretary 277-