

Ombuds/ Dispute Resolution Services for Faculty

Mediation—What I Can Expect

Mediation is a joint meeting with another person and faculty mediators. It is confidential, voluntary and non-adversarial. The mediators help faculty explore options and work together to craft their own custom and mutually satisfactory agreements. Mediators do not judge, take sides, or make decisions for the faculty.

- ↪ Each person plays an active part in the resolution of the difficulties
- ↪ Early attention to conflicts helps to lessen further escalation
- ↪ Agreements minimize continued conflict, in both personal and financial ways
- ↪ Stress and energy spent on conflict can be re-directed to other goals.

How are Consults and Mediations Scheduled?

If attending to your needs and interests as you work through a conflict sounds like a positive approach to you, it's easy to get started — all it takes is a phone call: 277-3212.

Jean Civikly-Powell
Ombudsperson for Faculty
Professor Emerita, Communication

Ombuds/Dispute Resolution
Services for Faculty
1800 Las Lomas NE
277-3212

<http://ombudsfac.unm.edu>

Additional Services

Mediation Training

UNM's Ombuds/Dispute Resolution Services for Faculty offers no-cost mediation training for UNM faculty (full-time and part-time) and administrators. Please feel welcome to sign up for this free training and learn skills for work, home, and social settings.

Respectful Conversation Coaching

Learn ways to have a private respectful conversation about what matters to you.

Workshops

ODR Services for Faculty offers workshops each semester on topics relevant to faculty concerns with conflict prevention, management and resolution.

Some Thoughts

ODR Dispute Resolution Services for Faculty provides a private and safe setting for sitting down with the other person and mediators to discuss your interests and to work towards a resolution.

Mediation is about listening, being heard, paying attention to and expressing what is important, and moving forward for more constructive workplace interactions.

People are usually more convinced by reasons they discovered themselves than by those found by others.

—Blaise Pascal, French philosopher

Beyond ideas of right and wrong, there is a field. I'll meet you there.

—Rumi, Persian poet

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,
British songwriters



Mission Statement

UNM's Ombuds/Dispute Resolution Services for Faculty provides consultation and mediation services to UNM faculty and 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 and conflict prevention.

Faculty work is often a busy and stressful experience. Unwanted and unavoidable disputes can take a toll on time, spirit, productivity, and budgets. Resolution of issues allows attention to be re-directed toward positive goals.

What Kinds of Disputes?

Disputes might include, but are not limited to:

- ☞ Differing views on how work is done
- ☞ Communication breakdowns
- ☞ How information is shared
- ☞ Preferred management styles
- ☞ Interpersonal tensions and conflicts
- ☞ Differing perceptions about workloads, space, and resources

The Ombudsperson listens to your concerns and discusses possible next steps with you. When appropriate, the ombudsperson will refer you to the faculty service most relevant to your needs.

Hallmarks of Ombuds Practice

UNM's Ombuds Services for Faculty adheres to the principles and standards of practice established by the International Ombudsman Association.

Accordingly, the UNM Ombudsperson for Faculty serves as a **confidential, impartial, informal and independent** resource for faculty concerns and conflicts.

Confidential

Visitors' identities and the contents of their conversations remain private.

Only with the individual's permission would ombudspersons contact other University members/services to help resolve a dispute. The only exceptions to confidentiality are disclosures of imminent harm to self, others, or property.

Impartial

Ombudspersons are neutrals and maintain no personal stake in the outcome of any dispute. The Ombuds office promotes fair process and does not take sides or advocate for individuals.

Informal

The use of the Ombuds services is voluntary. The focus is on alternative ways for resolving problems other than by formal institutional procedures.

Ombuds staff do not testify in formal hearings. The office has no decision-making authority and maintains no official records.

Independent

Ombudspersons exercise autonomy regarding their responsibilities. The Ombudsperson for Faculty reports to the Provost's designee, for administrative and budgetary purposes only.

What an Ombudsperson Does

- Listens to your concerns and provides an opportunity to discuss concerns openly
- Assists you in exploring options
- Facilitates communication among persons in conflict
- Mediates disputes, and works to resolve conflicts as early as possible and at the least adversarial level
- Provides information on faculty policies and campus resources
- Refers you to the appropriate office, if not Ombuds/Dispute Resolution Services

What an Ombudsperson Does NOT Do

- The ombudsperson does not take sides or advocate for any faculty member.
- The ombudsperson does not handle legal issues or formal grievances.
- The ombudsperson does not provide legal advice.
- The ombudsperson does not accept legal notice for UNM, should you wish to go "on record" about an issue or put the university on notice.
- The ombudsperson does not address disputes between faculty and persons/organizations not affiliated with UNM.

