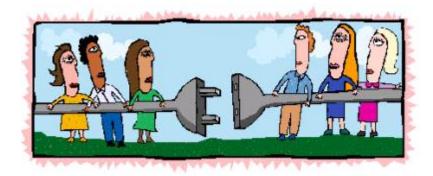
University of New Mexico

Ombuds and Dispute Resolution Resources for Faculty



Compliments of Ombuds/Dispute Resolution Services for Faculty Jean Civikly-Powell. Ombudsperson

Prepared by: Carolina Yahne & Sharon Pearson, Fall 2006 Updated, Fall 2014, Erin Watley



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 long-term 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, campus resources are available.

This handbook is designed to give faculty information about the UNM offices that provide services for faculty, staff, and graduate students 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 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
- Ombuds/Dispute Resolution Services for Graduate Students
- HSC Office of Professionalism
- Office of Equal Opportunity
- Counseling, Assistance, and Referral Services/EAP
- Academic Freedom and Tenure Committee
- Conflict Resolution/Mediation Training

The information 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/Associate Chancellors
- Provost/Chancellor

Faculty Handbook information: handbook.unm.edu

Faculty Ethics and Advisory Committee

http://handbook.unm.edu/section-a/a61.8.html

This faculty committee advises and consults with university officials and committees when matters of professional ethics are in question.

Contact is through the University Secretary's office: 277-4664

Hallmarks of Ombuds Practice

UNM's offices for Ombuds Services for Faculty, Staff, and Graduate Students adhere to the principles and standards of practice established by the International Ombudsman Association.

Accordingly, the Ombudsperson serves as a confidential, neutral, informal, and independent resource for the individual's ("visitor's") concerns and conflicts.

Confidential: Visitors' identities and the contents of their conversations remain private. Only with permission would ombudspersons contact other designated University members to help resolve a dispute. The only exceptions to confidentiality are disclosures of imminent harm to self, others, or property.

Impartial: Ombudspersons 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 and the focus is on alternative methods to resolving problems other than by formal institutional procedures. Ombuds staff do not testify at formal hearings. The office has no decision-making authority and maintains no official records.

Independent: Ombudspersons exercise autonomy regarding their responsibilities. Reports to the supervising administrator do not include names. The reports note number of services provided by the office and are for administrative and budgetary purposes only.

Ombuds/Dispute Resolution Services for Faculty (ODR)

The four hallmarks of Ombuds/DR services are confidentiality, neutrality, independence and informality. Faculty members at UNM occasionally experience conflict in the course of their everyday work that 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
- Contests of will or power
- Management style differences
- Perceived workload disparity
- Coalitions within a unit
- Entrenched patterns of interaction
- Philosophical differences
- Conflicts about authorship, grant administration
- Cultural, gender, generational differences

Services and mediations are voluntary and confidential.

<u>Mediation Training</u>: Faculty are encouraged to enroll in no-cost mediation training offered by the ODR Program.

Ombuds/Dispute Resolution Services for Faculty

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

Ombuds/Dispute Resolution Services for Staff uses a variety of techniques to assist employees in preventing and/or resolving work-related conflicts or concerns. The department works with staff and their supervisors or coworkers. It emphasizes collaboration and fair consideration of all sides of an issue. Ombuds services 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, informal, independent, and impartial.

Ombuds/Dispute Resolution Services for Staff

JoEllen Ransom, Ombudsperson for Staff

277-2993 jransom@unm.edu http://ombudsforstaff.unm.edu

> 1800 Las Lomas NE MSC 05 3140

Ombuds/Dispute Resolution Services for Graduate Students

Ombuds/Dispute Resolution Services for Graduate Students provides consultation and mediation services to UNM graduate students. The aim is to find the least adversarial way to resolve conflicts. We provide graduate students with information about policies and procedures, referrals, and mediation services. We listen to concerns and assist based on UNM policies.

Our work follows the hallmarks of ombuds practice and the principles and standards of practice established by the International Ombudsperson Association: confidentiality, impartiality, independence, and informality. We only contact other parties with the student's permission and work by using collaboration and effective ways to resolve conflicts

Ombuds/Dispute Resolution Services for Graduate Students

Heather Sands, Ombudsperson for Graduate Students

277-1135 hsands01@unm.edu http://grad.unm.edu/resources/ombuds.html

> Humanities Building, Suite 107 MSC 03 2180

Office of Equal Opportunity (OEO)

OEO's responsibility is to ensure compliance with University policy and with state and federal laws prohibiting discrimination against people who are members of the following protected classes:

- Race/Color/National Origin/Ancestry
- Religion
- Gender Identity
- Sexual orientation
- Pregnancy
- Spousal Affiliation
- Age (40 and over)
- Mental/Physical disability
- Veteran Status
- Any other protected class

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

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

Office of Equal Opportunity (OEO)

Bryan E. Brock, Director 277-5251 oeounm@unm.edu

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

HSC Office of Professionalism (OoP)

The Office of Professionalism provides services to the faculty, learners, and staff of the Health Sciences Center.

The office provides assessment of team dynamics, and offers recommendations based on organizational and counseling psychology. It offers coaching for effective work interactions with team members, managers, and direct reports.

The office offers workshops, lectures and discussion groups on topics related to professionalism, professional ethics, team dynamics, understanding of "unprofessionalism" and the use of apology.

The goal of the office is to contribute to the continuing growth of the HSC culture into a more sociable and cohesive organization.

HSC Office of Professionalism (OoP)

Jonathan Bolton MD, Director 272-6663 jwbolton@salud.unm.edu

Fax: 272-3486

www.hsc.unm.edu/admin/professionalism

Counseling, Assistance, and Referral Services (CARS-EAP)

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
- Relationship difficulties
- Life changes
- Victimization
- Alcohol/other drug use
- 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 272-6868 http://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, faculty review policies, and academic freedom concerns.

The principal functions of AF&T are to review policies in Section B of the Faculty Handbook and to 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://facgov.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://facgov.unm.edu

Committee Chair, 2014-2015 Marsha Baum baum@law.unm.edu

277-4664 http://secretary.unm.edu

Mediation Training Opportunities

The following programs offer mediation training and workshops on conflict management topics. Contact information for each program is provided.

- ~~Ombuds/Dispute Resolution Services for Faculty http://ombudsfac.unm.edu, 277-3212. No cost.
- ~~Ombuds/Dispute Resolution Services for Staff www.unm.edu/~askdrc, 277-2993. No cost.
- ~~UNM School of Law, Anderson School of Management, and UNM Continuing Education offer conflict resolution or mediation training. For more information, it is best to contact these offices directly.

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 http://ombudsforstaff.unm.edu

UNM Ombuds and Dispute Resolution Resources

Ombuds/Dispute Resolution Services for Faculty (ODR) Jean Civikly-Powell, Ombudsperson for Faculty 277-3212, jcivikly@unm.edu

Ombuds/Dispute Resolution Services for Staff (ODR) JoEllen Ransom, Ombudsperson for Staff 277-2993

> Ombuds/Dispute Resolution Services for Graduate Students, Heather Sands, 277-1135

> > HSC Office of Professionalism Jonathan Bolton MD, Director 272-6663

Office of Equal Opportunity (OEO) Bryan Brock, Director 277-5251

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

Academic Freedom and Tenure Committee (AF&T)
Chair, 2014-2015
Marsha Baum
baum@law.unm.edu