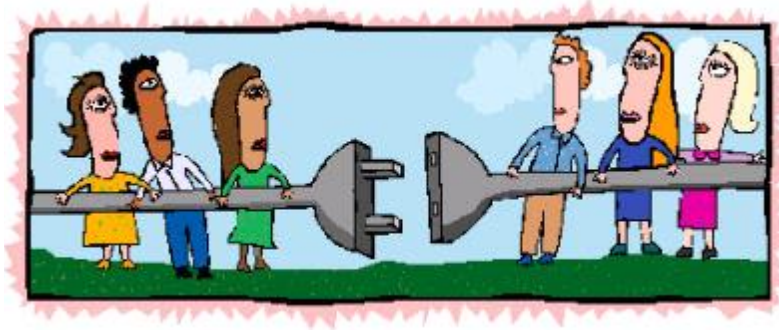


# University of New Mexico

## 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](http://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 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](mailto: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.

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: **Office of Equal Opportunity (OEO)** :  
:  
: Bryan E. Brock, Director :  
: 277-5251 :  
: oeounm@unm.edu :  
:  
: [www.unm.edu/~oeounm](http://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](mailto:jwbolton@salud.unm.edu)

Fax: 272-3486

[www.hsc.unm.edu/admin/professionalism](http://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



## 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](http://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.

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: **Ombuds/Dispute Resolution Services for Faculty** :

: Jean Civikly-Powell :

: 277-3212 :

: <http://ombudsfac.unm.edu> :

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: **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](mailto: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](mailto:baum@law.unm.edu)