

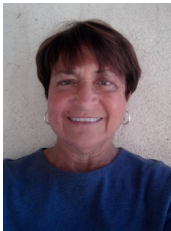
Ombuds Outlook — September 2017

Ombuds/Dispute Resolution Services for Faculty

<http://ombudsfac.unm.edu>

About Us

Ombuds Dispute Resolution Services for Faculty offers individual consultations, and joint meetings with trained mediators, for addressing workplace difficulties. The goal of ombuds work is to reduce conflict at the least adversarial level. For more information contact Jean Civikly-Powell, the Ombudsperson for Faculty, at 277-3212 or jcivikly@unm.edu.



Ombudsperson Jean Civikly-Powell received her Ph.D. in Communication in 1973 from Florida State University. She has been faculty in Communication and Journalism, 1973-2001, with intermittent academic administrative appointments. She has served as Ombudsperson for Faculty since 1999. Her background in interpersonal communication and conflict resolution is a good fit for her work for Ombuds/Dispute Resolution Services for Faculty. Please feel welcome!



Graduate Assistant **Nina Cooper** received her master's degree in communication from UNM in 2016 and is now a second year doctoral student. Her ethnographic research is on communication as a mechanism for social justice to redress health inequities for people of color.



Graduate Assistant **Matt Hoeg** plans to complete his master's degree in communication in Spring 2018. His research focuses on intercultural communication, specifically in developing self-reflexivity in curriculums for study and volunteer programs abroad

The Ombuds for Faculty program also has the able assistance of two Faculty Representatives:
Jonathan Bolton, HSC Office of Professionalism, and
Margaret Menache, Family & Community Medicine, Emerita

Mediation Training for Faculty and Faculty Leaders—Spring 2018

This mediation training is designed to increase mindful practice of constructive communication and conflict resolution, with particular attention to faculty workplace settings. The training prepares faculty in the content, theory, and practice of conflict management and mediation.

Faculty who have taken the training have enthusiastically reported it is an informative and transformative experience.

This is a 4-day/all-day training. Limited spaces are available since the AllFac email 8/31/17 announcement. I keep a wait list because schedules sometimes change between now and February.

Friday, February 9th & Saturday, February 10th, and
Friday, February 23rd & Saturday, February 24th

Please contact Jean Civikly-Powell: jcivikly@unm.edu

Ombuds Dispute Resolution Services for Staff

Ombuds Services for Staff supports UNM employees' efforts to build communication and collaboration which reduce the frequency and costs to individuals and the organization that are associated with ongoing conflict and adversarial process. For more information, contact JoEllen Ransom, the Staff Ombudsperson at 277-2993, jransom@unm.edu.

Ombuds Dispute Resolution Services for Graduate Students

Lindsay Scott currently serves as the Ombudsperson for graduate students. She works with graduate students to navigate difficult conversations and help them manage campus-related conflict. By providing a space for students to share their concerns, Lindsay can help them clarify the issues and assist by discussing communication responses and/or identifying additional campus resources. Graduate students can contact her at lindsayscott@unm.edu or 277-1135.

<http://ombudsfac.unm.edu>

Our website provides a wealth of information about Ombuds Dispute Resolution Services for Faculty. This is an easy way to browse at your convenience. Enjoy!

Faculty Ombuds Brochure:

[http://ombudsfac.unm.edu/Resources/ODR_Brochure_final_June_2013_\(2\).pdf](http://ombudsfac.unm.edu/Resources/ODR_Brochure_final_June_2013_(2).pdf)

What an Ombudsperson does and does not do:

<http://ombudsfac.unm.edu/what-ombudsperson-does-and-does-not-do/>

Ombuds Outlook: our newsletter issues with topics included in each:

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

Summaries of Articles and Book Chapters:

<http://ombudsfac.unm.edu/articlechapter-summaries/>

I Choose Civility

<http://ombudsfac.unm.edu/i-choose-civility/>



Doing Your Homework Before Mediation Increases the Likelihood of Success

Thinking of homework may evoke feelings that range from eagerness to anxiety. For mediation work, homework preparation significantly increases the likelihood of success. Malik (2007) notes that such work increases efficiency in resolving disputes and can promote civility. Four ways in which individuals can prepare are (1) emotionally, (2) by organizing thoughts and content, (3) through listening, and (4) by anticipating a spectrum of outcomes. First, when discussing areas that are essential and personally meaningful, individuals should not be surprised that **emotions** may surface among even the most composed individuals. Second, **organizing** your experiences, needs and interests in what matters most to you can expedite discussion at a mediation. Third, prepare to **listen** as this aids in mitigating or de-escalating potential conflict. Finally, individuals can prepare for an array of **outcomes**. Anticipating what constitutes mutual successes and landing within that vicinity signifies that your pathway to successful mediation has been achieved.

Adapted from Malik, S. (2017). Doing your homework before mediation: Increasing the likelihood of success. <https://www.mediate.com/articles/MalikS1.cfm>

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