

## Ombuds Outlook — March 2018

Ombuds/Dispute Resolution Services for Faculty

<http://ombudsfac.unm.edu>

### Mediation Training Feedback



Beyond ideas of right and wrong,  
there is a field.

I'll meet you there.

—Rumi, 13<sup>th</sup> century poet, Persia

This was an amazing self-development and team building experience.

It's definitely worth it because conflicts rise up in every area of life.

The diversity of the group helps the learning process.

Terrific, high quality, interactive training. Work would be more joyful and less stressful if we approached conflict this way.

This is worthwhile for all those managing/supervising other people.

Take it!

### Congratulations to a Great Group!

Brooke Baker, Anesthesiology  
Rebecca Blankley, Radiologic Sciences  
Nina Cooper, Communication & Journalism  
Christine Delucas, Nursing  
Elizabeth Greer, Radiology  
Paula Hensley, Psychiatry  
Matthew Hoeg, Communication & Journalism

Miriam Komaromy, HSC ECHO Institute  
Dominika Laster, Theatre  
Anju Manral, Internal Medicine  
Jan Martin, Nursing  
Rohini McKee, Surgery  
Patty Moore, English & Humanities, UNM LA  
Christine Smith, Chemistry & Center for Teaching & Learning

### A Big Thank You to the Mediation Coaches

Jonathan Bolton, Psychiatry and  
HSC Office of Professionalism  
Jean Civikly-Powell, Ombuds for Faculty  
Cris Elder, English  
Sally Fortner, Anesthesiology

Dan Matthews, Psychology Clinic  
Margaret Menache, Ombuds Faculty Representative  
Laurie Schatzberg, ASM emeritus  
Lindsay Scott, Communication & Journalism  
Andrew West, Communication & Journalism

## WAYS TO PHRASE DURING A RESPECTFUL CONVERSATION

For faculty who choose to discuss their difficulties on their own, Brecher & Greenwald (2008) have suggested guidelines for organizing a respectful conversation. The following outline constitutes a condensed version of their guidelines.

### Open the Conversation

- *Thanks for taking the time to meet with me.*
- *I would like to have an open discussion about our situation and try to reach a solution that will meet both of our needs.*
- *I would like to lead the discussion.*
- *This is the issue statement we agreed to discuss and seek a resolution.*

### Present Options

- *Here are some ways I think we can work out this situation to meet both of our needs.*
- *Let me explain to you my reasons for these suggestions.*
- *Have I been clear?*
- *Do you have any questions?*
- *I am interested in hearing ways you think we can work out this situation, including any of the ones I have suggested.*
- *Why are you suggesting that?*
- *I would like to list the options we each suggested and if I am missing any, please add them. After this, we can discuss them.*

### Discuss Options Respectfully (Keep an open mind, don't interrupt or judge)

- *I would like to keep exploring ways we can improve our working relationship.*
- *Let's keep discussing this.*
- *What do you think?*
- *Do you see another way?*
- If agreement cannot be reached during the conversation:
  - *Do you or I need to think about what you suggested? Let's schedule another time to meet.*
  - *It seems to me that we cannot reach an understanding that will meet both of our needs at this time.*
  - *I would be interested in having another person try to facilitate a resolution, would you?*
  - *I think it is best to end this conversation now and we can each consider how we will handle this in another manner.*
- If agreement is reached:
  - *Let's write down our understanding and make sure we each have a copy.*
  - *My understanding is that we agree to proceed as follows. Is that correct?*

### Close the Conversation

- When a collaborative solution is reached:
  - *I am glad we could work this out and hopefully we can avoid some of these issues in the future.*
  - *I will certainly try to bring any future concerns to you and discuss them with you as we have today.*
  - *I really do think you know this area well and that I can learn a lot from you.*
  - *I am glad we were able to discuss this openly in a non-confrontational manner and I hope we can continue to discuss our concerns this way in the future.*
- When a solution is not achieved:
  - *I am glad we had the opportunity to discuss this today.*
  - *Even though we have not reached a resolution, I have a better understanding of the reasons for your concern.*
  - *Even though we have not reached a resolution, I am glad we could discuss this in such a calm and non-confrontational manner.*
  - *While we have not reached a resolution, I want you to know that I respect your opinions and I hope you respect mine.*
  - *Even though we were not able to reach a solution, I am glad we were able to discuss this openly in a non-confrontational manner.*
  - *I hope we can continue to discuss our concerns this way in the future.*
  - *I appreciate that you were willing to take the time to talk to me about this.*