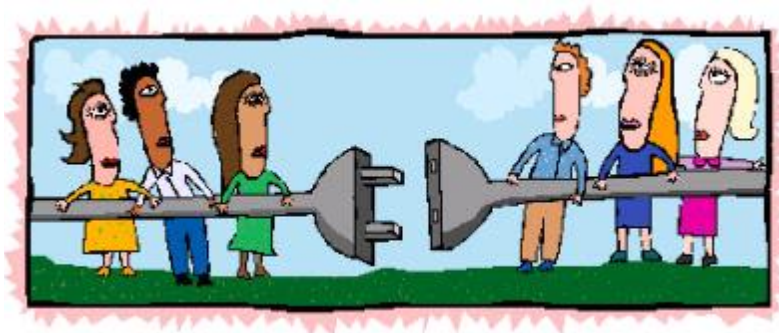


University of New Mexico

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
Most Recent Update, Fall 2018



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. Ombuds Services' 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 booklet is designed to give faculty information about the UNM offices that provide services 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 these 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

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

handbook.unm.edu/a61.8

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

Ombuds/Dispute Resolution Services for Faculty

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 Ombudsperson for Faculty 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.

Mediation Training: Faculty are encouraged to enroll in no-cost mediation training offered by Ombuds Services.

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: **Ombuds/Dispute Resolution Services for Faculty** :
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: Jean Civikly-Powell, Ombudsperson for Faculty :
:

: 277-3212 :
: jcivikly@unm.edu :
: 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.

Ombuds 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.

Ombuds Services for Staff coordinates with Ombuds 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
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. The graduate student ombudsperson provides 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**

Nina Cooper, Ombudsperson for Graduate Students,
Effective Fall 2017

277-1135

<https://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:

- Age (40 and over)
- Ancestry/National Origin
- Color/Race
- Gender Identity
- Genetic information
- Medical Condition
- Mental/Physical Disability
- Pregnancy
- Religion
- Sex/Sexual Harassment
- Sexual Orientation
- Spousal Affiliation
- Veteran Status

OEO also investigates complaints about a hostile work environment, sexual harassment, affirmative action, Cleary Act reportable crimes.

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

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Office of Equal Opportunity (OEO)
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Francie Cordova, JD, Director
277-5251

oeo.unm.edu
609 Buena Vista NE
MSC 05 3150

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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
jwbolton@unm.edu

hsc.unm.edu/admin/professionalism

Counseling, Assistance, and Referral Services (CARS)

The CARS program is the UNM employee assistance program (EAP). It is designed to offer a highly professional, confidential source of on-site services for UNM staff and faculty who are experiencing professional and personal concerns. Concerns include, but are not limited to:

- Emotional health
- Relationship difficulties
- Life changes
- Individual and couples counseling
- Grief and loss
- Preparing for retirement
- Victimization
- Alcohol/other drug use
- Stress, depression, and anxiety issues

The on-site services include: short- or medium-term counseling, individual counseling, relationship counseling, seminars, and presentations.

Counseling, Assistance, and Referral Service (CARS)

Steven Rugala, Director
272-6868
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.

Details on the UNM Handbook’s Policy on Academic Freedom and Tenure can be found at handbook.unm.edu/policies/section-b/

For a listing of the current chairperson and members, please see facgov.unm.edu and the link to Academic Freedom and Tenure Committee.

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**Academic Freedom and
Tenure Committee (AF&T)**
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handbook.unm.edu/policies/section-b/

facgov.unm.edu

For additional assistance:
277-4664
secretary.unm.edu
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Mediation and Conflict Resolution 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
ombudsfac.unm.edu, 277-3212. No cost.

Ombuds/Dispute Resolution Services for Staff
ombudsforstaff.unm.edu, 277-2993. No cost.

2018 Trainings:

**Friday, February 1; Saturday, February 2; Friday,
February 15; and Saturday, February 16.
8:30 am – 4:30 pm each day**

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Jean Civikly-Powell
277-3212
ombudsfac.unm.edu

Ombuds/Dispute Resolution Services for Staff

JoEllen Ransom
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UNM Dispute Resolution Resources

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Jean Civikly-Powell, Ombudsperson for Faculty
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Ombuds/Dispute Resolution Services for Staff
JoEllen Ransom, Ombudsperson for Staff
277-2993
ombudsforstaff.unm.edu

Ombuds/Dispute Resolution Services for
Graduate Students,
Nina Cooper, 277-1135
<https://grad.unm.edu/resources/ombuds.html>

HSC Office of Professionalism
Jonathan Bolton MD, Director
272-8711
hsc.unm.edu/admin/professionalism

Office of Equal Opportunity (OEO)
Francie Cordova JD, Director
277-5251
oeo.unm.edu

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

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facgov.unm.edu