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 Joseph Flores received his master's degree in communication from The University of Texas at El Paso in 2015 and is now a third year doctoral student at UNM. He is a media studies scholar who focuses on social media and political communication.

The Ombuds for Faculty program also has the able assistance of three Faculty Representatives: Jonathan Bolton is a professor of psychiatry at UNM School of Medicine, Assoc. Vice Chancellor for Academic Affairs at the UNM Health Sciences Center, and Director of the Office of Professionalism. Margaret Menache is faculty emerita, Family & Community Medicine. Jay Parkes is Professor of Educational Psychology and a former department chair in the College of Education. His professional interests include classroom assessment and educational measurement.

Mediation Training for Faculty and Faculty Leaders—Spring 2019

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. Should the training enrollment reach its capacity of 20, I keep a wait list, as schedules sometimes change between now and February.

Friday, February 1st & Saturday, February 2nd, and
Friday, February 15th & Saturday, February 16th

To enroll, please contact Jean Civikly-Powell: jcivikly@unm.edu
Thinking of homework may evoke feelings that range from eagerness to anxiety. For mediation work, homework preparation significantly increases the likelihood of success. Sarah 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.


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