



THE UNIVERSITY OF  
NEW MEXICO

Ombuds/Dispute Resolution Services for Faculty  
<http://ombudsfac.unm.edu>

## Ombuds for Faculty Workshop

Wednesday, October 24, 2018

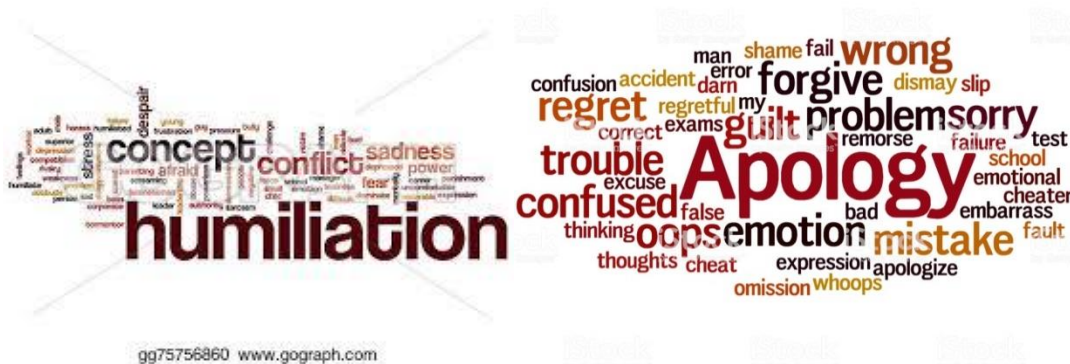
12:00 – 2:00

Dane Smith Hall, Room

### Relationship Management: Humiliation and Apology

Central to both teaching and management is relationship management. Most of the time we do just fine but every once in a while we either commit an error or we humiliate someone. Apology is the best way to rescue a relationship that has been jeopardized by errors or humiliation.

This workshop will focus on humiliation--what it is, what it involves, what it causes--and on apology--the elements of an effective apology, and how it can go wrong.



**Presenter: Jonathan Bolton**

**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.

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