



Ombuds Outlook — October 2018

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

Ombuds for Faculty Workshop

Relationship Management: Humiliation and Apology

Wednesday, October 24, 2018

12:00 - 2:00

Room to be determined—Please RSVP to jcivikly@unm.edu to receive message on the location.

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.

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.

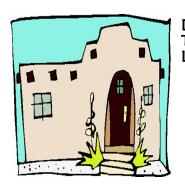
This workshop will focus on humiliation--what it is, what it involves, what it causes -- and on apology--the elements of an effective apology, and how it can go wrong.





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Ombuds Services Open House



Date: Thursday, October 11, 2018 Time: 11:00 am - 1:00 pm

Location: Ombuds/Dispute Resolution Services

1800 Las Lomas

SE corner of Las Lomas and Buena Vista (Bldg. #29 on main campus map)

The Open House was inadvertently scheduled during Fall Break. Should you be on campus, a mid-day break and refreshments may be welcome. We look forward to seeing you!



Dignity: It's Essential Role in Resolving Conflict

In her book *Dignity: It's Essential Role in Resolving Conflict*, Donna Hicks explains why we feel pain when our dignity is violated while providing us with the knowledge, awareness, and skills to avoid unknowingly harming the dignity of others. The "Dignity Model" is designed to help people understand the role that dignity plays in their own lives and relationships. Hicks' creation of the Dignity Model is a response, and an attempt, to understand a crucial missing link in our current understanding of conflict: a failure in recognizing how vulnerable humans are to being treated as if they don't matter.

The Dignity Model demonstrates how to rebuild a troubled relationship that has teetered under the weight of conflict while also offering suggestions on what to do to reconcile them. Hicks describes ten essential elements of dignity:

1. Acceptance of Identity

2. Inclusion

3. Safety

4. Acknowledgment

5. Recognition

6. Fairness

7. Benefit of the Doubt

8. Understanding

9. Independence

10. Accountability

Hicks also describes ten temptations to violate dignity:

1. Taking the Bait

2. Saving Face

3. Shirking Responsibility

4. Seeking False Dignity

5. Seeking False Security

6. Avoiding Conflict

7. Being the Victim

8. Resisting Feedback

9. Blaming & Shaming Others to Deflect

10. Engaging in False Intimacy and

Demeaning Gossip

Ultimately, the model teaches how to honor dignity, the dignity of others, how to maintain our dignity by fighting the internal forces that tempt us to act badly and how to resolve conflicts and reconcile with people by recognizing their inherent worth. As Hicks proposes, "a good relationship feels good, but one in which both parties recognize and acknowledge each other's value and worth feels even better. With safety comes the freedom to welcome intimacy and genuine connection." As part of the ten essential elements of dignity, Hicks notes that one of the important elements is that of inclusion. Ideally, we should strive to make others feel that they belong in all of our relationships. Whether the relationship we have with another person is defined through familial ties, community belonging, organization practices or national identities, creating a sense of inclusion can drive dignified interactions.

Reference

Hicks, D. (2011). *Dignity: Its Essential Role in Resolving Conflict.* New Haven, CT: Yale University Press.

Prepared by: Joseph Flores, Graduate Assistant, Ombuds Dispute Resolution Services for Faculty, 2018.