



Newsletter
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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. The long-term vision is a widespread network of trained UNM faculty committed to dialogue, constructive conflict management & conflict prevention.

Ombudsperson:
Jean Civikly-Powell

Assoc. Ombudsperson
Carolina Yahne

Graduate Assistants:
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***Dignity is
non-negotiable.
-- Vartan Gregorian***

Pres., NY Public Library,
1981-89; Pres., Brown
University, 1989-97;
Pres., Carnegie Corp. of
NY, 1997-present.

Ombuds/Dispute Resolution Services for Faculty

Colleagues Recommend Mediation Training



Beyond ideas of right and
wrong, there is a field.
I'll meet you there.
—Rumi, 13th century poet, Persia

Congratulations to all who participated in the Ombuds/Dispute Resolution Mediation Training for faculty! Here are some comments about the training:

"It can transform your attitude about the challenges of working with tough colleagues."

"The training covers a valuable set of skills that are worth spending the time to learn."

"Mediation training is an extraordinary program which makes me feel more confident at managing conflicts in a respectful and productive way."

"It can change your life."

"I would encourage all division chiefs, section leaders and department chairs to take this training."

CONGRATULATIONS to the 2010 ODR Mediation Class!

Sylvia Andrew, UNM Gallup, Exec. Director
Justine Andrew, Art & Art History
Coffee Brown, Emergency Medical Services Academy
Robert Fritch, General Internal Medicine
Loretta Gonzales, UNM Gallup, Health Careers
Sara J. Holmes, ODR
Meg Hoskison, ODR
Silvia Lu, University Libraries

Kathryn McKnight, Spanish & Portuguese, Latin American & Iberian Institute
Consolata Mutua, Communication & Journalism
Kurt Nolte, Office of Medical Investigator, Pathology, HSC Office of Research
Josh Pando, State of NM, ADR Division
Stefan Posse, Neurology
Bronwyn Wilson, General Internal Medicine, HSC Academic Affairs

A big THANK YOU to our Mediation Training Coaches!

Steven Block, Music
Jean Civikly-Powell, C&J Emerita, ODR
Zina Daniels, Orthopaedics, Physical Therapy
Mark Emmons, University Libraries

Wanda Martin, English
Margaret Menache, Family & Comty Med.
Deborah Rifenburg, COE Administration
Carolina Yahne, ODR



— Ombuds/Dispute Resoluton Faculty Mediators —

These are the UNM faculty who have completed the ODR 36-hour mediation training. The ODR program may call upon them to assist with faculty-faculty, faculty-administrator, faculty-staff, or faculty-student disputes (with the approval of all parties involved). Faculty mediators may also assist informally with difficulties that might arise in campus interaction settings, e.g., teaching and research interactions, and faculty and committee meetings. Some mediators pursue additional mediation training and may also volunteer their mediation services in their communities, at Metro Court, and in other arenas.

They contribute to a climate of constructive communication and provide a great service to UNM!

Andrea Allan, HSC Neurosciences
Rosa Auletta, Transitional Sts, Learning Communities., UNM-V
Joseph Barbour, UNM Valencia
Marsha Baum, Law
Claire-Lise Benaud, University Libraries
Gloria Birkholz, Nursing, Emerita
Steven Block, Music
Lisa Broidy, Sociology
Stephen Burd, ASM
William Buss, Neurosciences, Emeritus
Anne Calhoon, Lang., Lit., Sociocultural Studies
Jean Civikly-Powell, C&J Emerita, Ombuds Dispute Resolution
Gene Coffield,* Indiv., Family & Community Educ., Emerita
Mary Jane Collier, Communication & Journalism
John Cornish, Extended University, English
Cara Lea Council, Biology
Patricia Covarrubias, Communication & Journalism
Janet Cramer, Communication & Journalism
Terry Crowe, Occupational Therapy
Gary Cuttrell, Surgery, Dental Services
Zina Daniels, Orthopaedics, Physical Therapy, Emerita
Susan Deese-Roberts, University Libraries, Emerita
Gloria Dyc, Arts & Letters, UNM Gallup
Mark Emmons, University Libraries
Santa Falcone, Professor & Special Asst., Provost Office
John Feldman,* Law
Corey Ford, Neurology/MIND Imaging Center
Robert Fritch, General Internal Medicine
Barry Gaines, English
Patricia Gillikin, Developmental English, UNM Valencia
Tim Goldsmith, Psychology
Maria Dolores Gonzales, Spanish & Portuguese, Emerita
Cathy Gutierrez-Gomez, Indiv., Family & Community Educ.
Shuhong Guo, Internal Medicine
Miriam Gustafson, English, UNM Valencia
Mary Harris, Indiv., Family, & Community Educ., Emerita
Gary Harrison, English, Graduate Studies
Karl Hinterbichler, Music
Scott Hughes,* Law
Jami Lynn Huntsinger, English, UNM Valencia
Dubra Karnes-Padilla, UNM Valencia
Kate Krause, Economics

Alice Lawson, UNM Valencia
Anne Lightsey,* Communication & Journalism, ASM
Vonda Long, Indiv., Family, & Community Educ., Emerita
Wanda Martin, English
Estella Martinez, Ind., Fam., & Community Educ., Emerita
Prasad Mathew, Pediatric Hematology/Oncology
Margaret Menache, Family & Community Medicine
Sarah Morley, Health Sciences Library & Informatics Center
Leslie Morrison, Neurology/Academic Affairs, SOM
Helen Muller, ASM, Emerita
Bruce Noll, Educ. Ldrshp. & Organizational Learning
Eric Nuttall, Chemical & Nuclear Eng., Emeritus
Leslie Oakes, ASM
John Oetzel, Communication & Journalism
Lee Orosco, Civil Engineering
Jay Parkes, Indiv., Family, & Community Educ.
Patricia Payne, Nursing
Susan Pearson, Theatre & Dance
Stefan Posse, Neurology
Mary Power, English
Ric Richardson,* Architecture & Planning, Public Administration
Deborah Rifenbary,* COE Admin. Indiv., Family, & Comty. Educ.
John Rinaldi,* Indiv., Family, & Community Educ., Emeritus
Sherry Rogers, Cell Biology
Susan Romano, English, Emerita
Randy Rosett, Anesthesiology
Adrienne Salinger, Art & Art History
Barri Sanders, UNM Taos
Laurie Schatzberg, ASM
David Scott, College of Education Administration
Virginia Seiser, University Libraries, Emerita
Virginia Shipman, Indiv., Family, & Community Educ.
Anne Simpson, Internal Medicine, Geriatrics, Inst. For Ethics
Brian Solan, Family and Community Medicine
Patricia Stall, Education, Emerita
Pamela Stovall, UNM Gallup
Eleanora (Ellie) Trotter, Biology
John Trotter, Health Sciences Admin., School of Medicine, Emeritus
Claire Verschraegen, Internal Medicine, Hematology/Oncology
Tim Wadsworth, Institute for Social Research
Howard Waitzkin, Sociology, Emeritus; RWJF Center for Health Policy
Eileen Waldschmidt, Teacher Education



Jacqueline Weeks, UNM Gallup, Emeritus
Olaf Werder, Communication & Journalism
Sherman Wilcox, Linguistics
Ebtisam Wilkins, Chemical & Nuclear Eng., Emerita
Fran Wilkinson, Deputy Dean, University Libraries

Amy Wohlert, Dean, Graduate Studies
Carolina Yahne, Ombuds Dispute Resolution
Steven Yourstone, ASM

*Trained Mediator, with program other than ODR

— Hallmarks of Ombuds Practice —

UNM's Ombuds Services for Faculty adheres to the principles and standards of practice established by the International Ombudsman Association.

Accordingly, the University Ombudsperson for Faculty serves as a **confidential, neutral, informal, and independent** resource for faculty concerns and conflicts.

Confidential

Visitors' identities and the contents of their conversations remain private. Only with permission would ombudspersons contact other University members/services to help resolve a dispute. The only exceptions to confidentiality are disclosures of imminent harm to self, others, or property.

Impartial

Ombudspersons are neutrals and maintain no personal stake in the outcome of any dispute. The Ombuds office promotes fair process and does not take sides or advocate for individuals.

Informal

The use of Ombuds services is voluntary. The focus is on alternative ways to resolving problems other than by formal institutional procedures. Ombuds staff do not testify in formal hearings. The office does not have decision-making authority and maintains no official records.

Independent

Ombudspersons exercise autonomy regarding their responsibilities. The Ombudsperson for Faculty reports to the Deputy Provost for administrative and budgetary purposes only.



What an Ombudsperson Does

- Listens to your concerns and provides an opportunity to discuss concerns openly
- Assists you in exploring options
- Facilitates communication among persons in conflict
- Mediates disputes, and works to resolve conflicts as early as possible and at the least adversarial level.
- Provides information on faculty policies and campus resources.
- Refers you to the appropriate office, if not Ombuds/Dispute Resolution Services.

What an Ombudsperson Does NOT Do

- The ombudsperson does not take sides or advocate for any faculty member.
- The ombudsperson does not handle legal issues or formal grievances.
- The ombudsperson does not provide legal advice.
- The ombudsperson does not accept legal notice for UNM, should you wish to go "on record" about an issue or put the university on notice.
- The ombudsperson does not address disputes between faculty and persons/organizations not affiliated with UNM.

Additional Services of Ombuds/Dispute Resolution Services for Faculty

- ☞ **Mediation Training:** UNM's Ombuds/Dispute Resolution Services for Faculty offers no-cost mediation training for UNM faculty (full-time & part-time) & administrators from all campuses.
- ☞ **Respectful Conversation Coaching:** Learn ways to have a private respectful conversation about what matters to you.
- ☞ **Workshops:** ODR Services for Faculty offers workshops each semester on topics relevant to faculty concerns with conflict prevention, management and resolution.

Please feel welcome to use these free services. For more information, please visit us at: <http://ombudsfac.unm.edu>



GUIDESHEET FOR A RESPECTFUL CONVERSATION

For faculty who choose not to use a mediator, 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?*

When we
change the way
we look at
things, the
things we look
at change.

– Wayne Dyer

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 today, I have a better understanding of the reasons for your concerns.*
 - *Even though we have not reached a resolution today, I am glad we could discuss this openly and in such a calm and non-confrontational manner.*
 - *While we have not reached a resolution today, I want you to know that I respect your opinions and I hope you respect mine.*
 - *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 with me about this.*

*Brecher & Greenwald (2008), Cornell University ILR School (Industrial and Labor Relations), Conflict Resolution Coaching.