



THE UNIVERSITY of
NEW MEXICO

Ombuds Outlook — February 2015
Ombuds/Dispute Resolution Services for Faculty
<http://ombudsfac.unm.edu>

CONGRATULATIONS to the Mediation Class, Spring 2015!

Karl Benedict - Univ. Libraries & Learning Science
Tony Cardenas - Spanish & Portuguese
Jennifer Drexler - Nursing
Chris Duvall - Geography & Environmental Studies
Cris Elder - English
Ji-Hyun Lee - Cancer Center Biostatistics
Lisa Marr - Palliative Medicine
Rick Meyer - Lang., Literacy, & Sociocultural Studies
Kristen Ostrem - Nursing
Tassy Parker - School of Medicine Academic Affairs

Deborah Pierson - Finance
Eva Rodriguez - Spanish & Portuguese
Lindsay Smith - Anthropology
Mary Tsiongas - Art & Art History
Anna Voltura - Surgery



And, a big THANK YOU to our Mediator Coaches!

Jonathan Bolton - HSC Psychiatry, Office of Professionalism
Steve Block - Music
Jean Civikly-Powell - Ombuds Services for Faculty
Mark Emmons - University Libraries & Learning Sciences

Sally Fortner - Anesthesiology
Margaret Menache - Family & Community Medicine, emerita
Lindsay Scott - Communication & Journalism
Erin Watley - Communication & Journalism

Upcoming Ombuds Workshop

Communication Under Stress

February 24th, 11:30-12:30pm, UNM Business Center Rm 1016

Presenter: Margaret Menache

Did you know that research suggests that a person under stress can retain only three pieces of information? When you have been under stress you might recall not really hearing or perhaps understanding or remembering what was said. Communication with a person under stress can be improved by following some simple guidelines, which we will investigate in this workshop. Although these strategies have been developed for major public crises, they work equally well in the day-to-day stresses that we all face.

Margaret is an emerita faculty of Family & Community Medicine, and an Ombuds/Dispute Resolution Faculty Representative

RSVP: Jean Civikly-Powell, Ombudsperson for Faculty
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Meetings, Meetings, Meetings

Faculty spend a significant amount of time in meetings. While meetings can be productive, they can also be inefficient, disorganized, dull, and too long. The facilitator/chair/leader of the meeting plays an important role in planning, orchestrating, and keeping the meeting on task. While attendees also have a responsibility to create a productive meeting environment, the leader carries the burden of executing an effective meeting. Here are some tips for making your next meeting more constructive and productive.

Before the meeting

Clear purpose. Effective meetings have a specific and defined purpose. “What do I/we seek to accomplish?” Consider checking with other key attendees to determine if a meeting is necessary.

Determine attendees. When people feel that what is being discussed isn’t relevant to them, or that they lack the skills or expertise to be of assistance, they’ll view their attendance at the meeting as wasting time. Ask yourself, “Whose attendance is critical?” If you’re announcing a change, encourage the people who are affected by the announcement. If you’re trying to solve a problem, encourage the people who will be good sources of information for a solution.

Agenda. Create an agenda for the meeting, and distribute it ahead of time. If there are supplemental documents that need to be reviewed, send those out prior to the meeting, so people are prepared to discuss them when they arrive.

Time and Place. Choose a time that will permit most people to attend, and stick to your scheduled time. Begin and end promptly. When possible, allow for attendees to sit so they can easily see and hear each other -- a circle or semi-circle configuration works well.

During the meeting

Start on time. End on time. Faculty appreciate that you demonstrate knowing that their time is valuable, which also makes it more likely they will attend future meetings.

Encourage group discussion. This will help to get all points of view and ideas on the table.

Keep conversation focused on the topic. Feel free to ask for constructive and non-repetitive comments. If you notice one person dominating the conversation, you might say, “We appreciate your contributions, but now we need input from others before making a decision.” Establishing meeting ground rules early on will create a framework for future meetings.

Keep minutes of the meeting. It is helpful to reference content, questions, ideas and problems.

Be a role model. This can be done by listening, showing interest, appreciation and confidence in members, and admitting mistakes. “I need your help” and “I need to find out” are helpful.

After the meeting

Follow up. Send meeting minutes to the group (including non-attendees) within several days, rather than only at the start of the next meeting. Document the responsibilities given, tasks delegated, and any assigned deadlines. In that way, everyone will be on the same page.

Acknowledge. Don’t forget to thank the attendees for a productive meeting.

References

Forbes (2014). *Seven steps to running the most effective meeting possible*. Retrieved from: <http://www.forbes.com/sites/forbesleadershipforum/2014/02/05/seven-steps-to-running-the-most-effective-meeting-possible/htm>

Holden Leadership Center (2009). *Running effective meetings*. Retrieved from: http://leadership.uoregon.edu/resources/exercises_tips/skills/running_effective_meetings