

Ombuds Outlook — April 2019  
Ombuds/Dispute Resolution Services for Faculty  
<http://ombudsfac.unm.edu>

April 19th Workshop

## Values Conflict and Valued Resolution: The Role of Values in Negotiating Conflict



Though conflicts may manifest in different ways, the conflicts, and potential conflict resolutions, are typically underpinned by a strong sense of values.

Accepting that values tend to be stable and that people are often unwilling to negotiate or compromise how their values influence their lives, value-laden conflict is often shaped by the way individuals are socialized and how they create meaning in the world.

This workshop will focus on the features of value-laden conflict, its contours, and on approaches that may provide avenues for resolutions.

**Presenter: Joseph Flores, Communication & Journalism**

Joseph Flores is an Ombuds Graduate Assistant who 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.

Friday, April 19<sup>th</sup>, 2019

11:30 am – 1:00 pm

UNM Business Center, Room 1016

(SE corner of Lomas and University; Bldg. #183 on main campus map)

RSVP to Jean Civikly-Powell, Ombudsperson for Faculty

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<http://ombudsfac.unm.edu>

Our website provides a wealth of information about Ombuds Dispute Resolution Services for Faculty. This is an easy way to browse at your convenience. Enjoy!

Faculty Ombuds Brochure:

<http://ombudsfac.unm.edu/wp-content/uploads/2018/05/Ombuds-Brochure.pdf>

What an Ombudsperson Does and Does Not Do:

<http://ombudsfac.unm.edu/what-ombudsperson-does-and-does-not-do/>

Ombuds Outlook: our newsletter issues with topics noted for each issue:

<http://ombudsfac.unm.edu/newsletters/>

Summaries of Articles and Book Chapters:

<http://ombudsfac.unm.edu/articlechapter-summaries/>

I Choose Civility

<http://ombudsfac.unm.edu/i-choose-civility/>

### ***Embracing Civility and Self-Expression***

*From: P.M. Forni (2002). In Choosing Civility: The Twenty-Five Rules of Considerate Conduct*

Civility is a necessity for achieving a balanced and happy life, and self-expression is a key part of embracing civility. When we think before we act, it is less likely that we will rush into an action and cause damage. Exercising restraint and not acting solely on our emotions can help us to navigate challenging circumstances.

When we want to rush into action it can be helpful to ask:

Do I really want to do this?

Is anybody going to be hurt by this?

Will I like having done this?

Sometimes it might feel like restraint is a limitation of our self expression. While our immediate gratification might be limited, contentment can be reached. Contentment is the result of many good choices that we make while interacting with others.

The focus of our society has been on encouraging self-esteem, while paying much less attention to self-control. The imbalance of this focus breeds people who are self-absorbed. In order to be attentive, considerate, courteous and kind, self-control is in order. When people are only concerned about themselves and their own interests, hurt is bound to ensue for others.

### ***. . . and Managing Rudeness***

In another book by Forni, *The Civility Solution*, he offers eight “rules” that can help people reduce the rudeness that sometimes emerges from having a self-centered outlook in difficult circumstances.

Slow down and be present in your life.

Listen to the voice of empathy.

Keep a positive attitude.

Respect others and grant them plenty of validation.

Disagree graciously and refrain from arguing.

Get to know the people around you.

Pay attention to the small things.

Ask, don't tell.