

NM



ADR NEWS

Summer 2014

About the OADPR

The 2007 Governmental Dispute Prevention & Resolution Act (GDPR) created the Office of Alternative Dispute Prevention and Resolution (OADPR) to promote early dispute resolution and positive collaboration among state employees and agencies through the development and support of effective and efficient programs and policies. Today, the Office operates and is known as the **Alternative Dispute Resolution (ADR) Bureau** under the Risk Management Division (RMD) of the General Services Department (GSD).

Visit our website at: <http://adr.qsd.state.nm.us>

Contact us at: ADR.Bureau@state.nm.us

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NEW MEXICO
GENERAL SERVICES DEPARTMENT

Encouraging communication through mutual respect

ADR also means "A Dialogue Resource"

IN THE MAKING

Fiscal Year 2015 is already in motion, and we still want your input regarding your agency's training needs and wishes! Please take a few minutes to complete this short survey: [click here](#).

Mediators and ADR Coordinators –

SAVE THE DATE!!!

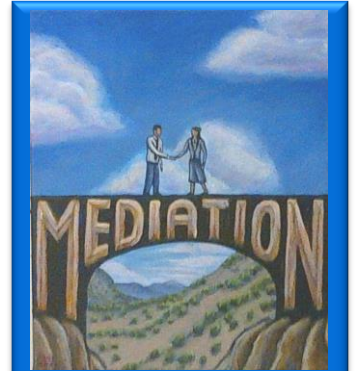
**2014 ADR SYMPOSIUM
IN RIO RANCHO!!!**

When: Oct. 9 & 10, 2014

Cost: FREE

Where: UNM-West

For updates [click here!!!](#)



Is CONFLICT getting in the way with your colleague, your supervisor, or your employee? The ADR Bureau is here to help. Try us.

TRAINING OPPORTUNITIES

UNM Continuing Education

Sharpening Advanced Mediation Skills

Course: 40151 Cost: \$399 - 16 hours - MCLE approved

When: Saturdays, Sept. 13 & Oct. 4, 2014

Time: 9:00am-1:15 pm Where: UNM-Cont. Ed in Alb.

[Click here](#) for registration information.

Santa Fe Community College - Fall Semester 2014

Conflict Resolution for Human Services

Course: CRS 21265 - HUSV 153 - 01 (3 credit hour class)

When: Tuesdays & Thursdays

2014 Fall Semester - 16 weeks – begins week of Aug. 25, 2014

Time: 2:30 pm to 3:45 pm Where: SFCC Campus

See <http://www.sfcc.edu/enrollment> for standard SFCC registration and tuition details. This course is equivalent to a 40-hour basic mediation course applicable to all disciplines. Note: course title refers to an elective in the Human Services degree programs. For further information, please contact the instructors:

Kelly M. Hill
505-470-4427

milagrocoaching@hotmail.com

Anne deLain W. Clark
505-819-9580 cell
505-986-5096 land - preferred
anne.delain.w.clark@gmail.com

UNM Anderson School of Management:

Mediation Certification

Course: CRS 21265 - HUSV 153 - 01 (3 credit hour class)

When: 6 Saturdays, Sept. 20 – Nov. 1, 2014 (No class Oct. 11)

Time: 9:00 am to 4:45 pm

Where: UNM Graduate School of Management, Room 302

See <http://cpd.unm.edu/upcoming-programs/mediation-certification.asp> for more information on cost and registration or call 505-277-2525.

UNM Anderson's Career and Professional Development Programs are non-credit courses designed to help professionals develop new skills and advance their careers. No degree necessary, no application required, and no homework given.



YOUR POWER OF CHOICE IN CONFLICT RESOLUTION

By Guy Harris
July 20th, 2011



In many cases, the path from conflict to resolution is like traveling down a dirt road in the country.

It's a little rough. Dirt might get in your eyes so that you don't see clearly what lies ahead. You have to go more slowly than you do in other situations. Once you are on the road, you have to keep going. It is too narrow to turn around and go back the other way.

At some point, you come to a fork in the road and you have to make a choice.

In the first few moments of a conflict situation, many of us (close to all of us) are prone to say and/or do things that make the conflict worse. When we perceive a threat, we go into "fight or flight" response and adrenaline takes over our brains. We do not act as calmly and rationally as we do at other times. This

response often leads to an "I don't know why I said that" experience.

When you have an "I don't know why I said that" moment, you are on the dirt road. You are on the dirt road before you even know what happened. You were in a conversation with someone, and, suddenly, the conversation turned and it got a little rough. You're not really sure what's going on.

Eventually, you regain your bearings. You start to realize that you're now on a dirt road (under the influence of adrenaline). The adrenaline rush makes it hard to see and think clearly, but you are now aware of where you are.

Then, you come to a "fork in the road." You reach a point in the conversation where you have to make a choice to stay on the road or to take the right fork that leads you back to the main highway of resolution and positive interaction.



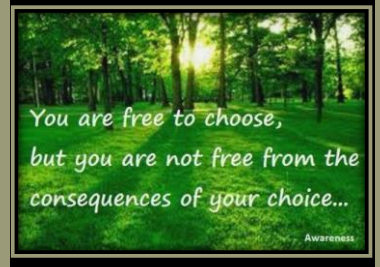
The moment of choice might not happen immediately. It might, in some cases, take a day or so to calm down enough to realize that you can choose a different path in this relationship.

Even if it takes a while, the adrenaline will wear off. When it does, you cannot continue to claim: "I don't know why I said that." You are no longer in the automatic and reactive mode.

After the heat of the moment passes, you can exercise your power of choice to act in better and more constructive ways. You can:

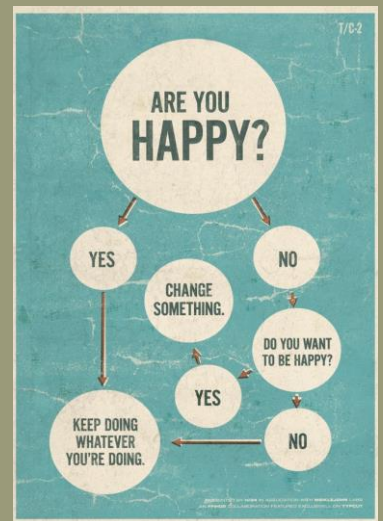
- apologize
- forgive
- explore alternative solutions
- listen
- engage in conversation, etc.

Human nature can make us prone to rationalize and justify our bad behaviors by blaming others and claiming that we had no other choice. The truth is that we almost always have a better and more positive option we can choose. **Remember to exercise your power of choice in conflict resolution.**



"When you have to make a choice and don't make it, that is in itself a choice."

— William James



Mediation is Proactive:
when you choose to go to a mediator – whether for a relationship problem at home or at work, you are saying **"THIS MATTERS!"**

That is a big step in the right direction.

From: "Relationship Problems: Why Mediation is a Very Good Idea" (April 11, 2011, by: Rhoberta Shaler, PhD)



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

Jean Civikly-Powell, Ombudsperson for Faculty

I Choose Civility is entirely voluntary.
You are invited to print/post this statement in your workspace.

I Choose Civility

- I choose to maintain civility and respect of others - - whether or not I agree with them.
- I choose to listen and pay attention to what is important to others.
- I choose to check that I understand what is important to others.
- I choose to be civil when I describe what is important to me and when I respond to others.
- I choose to work with others, and not against others, to address concerns.
- I choose to disagree respectfully without attacking the other's character or deriding the other's motives.

Name _____

Date _____