

NM



ADR NEWS

Winter 2015

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.gsd.state.nm.us>

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NEW MEXICO
GENERAL SERVICES DEPARTMENT

Encouraging communication through mutual respect

ADR also means "A Dialogue Resource"

TRAINING OPPORTUNITIES

UNM Continuing Education

Professional Mediation and Conflict Resolution Specialist

Course: 40126 - 40 hours

When: Sat. & Sun., Jan. 31, Feb. 21-22, Mar. 7-8, 2015

Time: 8:30am-5:30pm Where: UNM-Cont. Ed in Alb.

[Click here](#) for registration information.

Understanding Conflict and Mediation 101

Course: 40110 - 8 hours -

When: Saturday, Jan. 31, 2015

Time: 8:30am-5:30pm Where: UNM-Cont. Ed in Alb.

[Click here](#) for registration information.

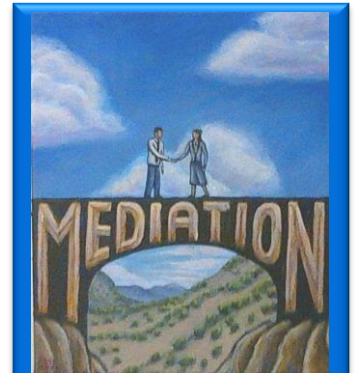
Conflict Literacy: a Lunch and Learn Workshop

Course: 40145 - 8 hours -

When: Friday, April 17, 2015

Time: 8:30am-5:30pm Where: UNM-Cont. Ed in Alb.

[Click here](#) for registration information.



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

UNM School of Law:

Mediation Certification

When: February 6-8 AND February 20-22, 2015

Time: [Click here to see Schedule](#)

Where: UNM School of Law, 1117 Stanford NE MSC11 6070, 1 University of New Mexico, Albuquerque, NM 87131

Please see [drop-down links](#) for more information.

Click here to [register](#).

Contact: Margaret Harrington, Faculty Support
(505) 277-7296 office, Harrington@law.unm.edu

UNM Anderson School of Management:

Mediation Certification

When: 6 Saturdays, February 21 – April 4, 2015

Time: 9:00 am to 4:45 pm

Where: UNM Graduate School of Management, Room 302

In this 40-hour Career and Professional Development program, you will receive training from experienced instructor and mediator, Anne Lightsey. Students who successfully complete this 40 hour course are eligible for a Mediations Certificate allowing them to mediate professionally.

For more information on cost and registration [click here](#), or call 505-277-2525.



WHEN LEADING CHANGE, INCREASE ENGAGEMENT BY ASKING QUESTIONS

By Rick Torben

Have you ever been “talked at” instead of had someone “talk with” you? It doesn’t feel good to have someone talk at you. It leaves you feeling like you might as well not have been there at all.

It is much more powerful asking questions. Below, 16 types of questions you can ask to increase engagement when leading change:

1. *What do you think about this change?*
2. *Do you know why the changes are taking place?*
3. *How do you feel about this change?*
4. *What do you see your role as in this change?*
5. *What is your opinion about this change?*
6. *What is your experience with this type of change?*
7. *What are you working on and how will you be impacted by this change?*
8. *What are your ideas about this change?*
9. *Would you alter anything about this change?*

10. *Why do you think this change is needed (or not)?*

11. *If you could tell the CEO one thing about this upcoming change, what would it be?*

12. *What are you already doing in your day-to-day work that supports the change?*

13. *What areas do you feel will be a challenge for you to adjust?*

14. *What is your experience with past changes?*

15. *Do you think this change is for good?*

16. *What would help you most during these changes?*

Important note ... ask these questions and listen. No interruptions. No, “yeah, but...” Listen authentically. The group or person you are talking with will recognize your sincere intent which establishes connection – the foundation of any successful change.

Excerpt from: <http://www.torbenrick.eu/t/r/igp>



NEW YEAR INTENTIONS FOR NEW BEGINNINGS

Can you relate to getting wrapped up in day-to-day business, or stuck in experiences from the past that prevent moving forward? Some of us hold on for dear life to keep things the same – change creates the unknown, which we often prefer to avoid so we do not feel discomfort.

What happens if we look at change from a more empowered place? What if we could take an active part in creating the future?

“How?” you might ask. One answer is “Intention” – in our thoughts, words and behavior.

First, we need to become aware of what it is that we no longer want in our lives (personal or work).

Once we have a better understanding of what we *don't* desire, we can look at what we *do* want and desire in our lives, meaning what we want to create.

This is similar to dreaming of your next car or vacation – without the dream or intention, you would not be able to manifest it because you would not even know you desired it to begin with.

What do you want to create in the New Year?

If you struggle to determine where to put your attention when setting your intentions, here are some steps that might be helpful:

- Know what you *don't* want.
- Determine what you *do* want.
- Clear all negative or limiting beliefs.
- Feel what it would be like to have, do, or be what you want.
- Let go! Act on your intuitive impulses and allow the results to manifest.

Questions you might consider:

- What are your goals for the New Year?
- What are your objectives for reaching your goals?
- How committed are you to your / your team's / your organization's success?

Other questions to ask to reach your potential:

- What gives you passion?
- What empowers you?
- What would you be doing if you knew you could not fail?