

## Who We Are:

We are a state Risk Management program that works with state employees and their agencies to access workplace mediation, communication-based training and alternative resources to workplace conflict. Our goal is to provide state employees an early resource to resolve conflicts in the workplace.

## Workplace Mediation:

The ADR Bureau uses a co-mediation model (two mediators) and is a peer mediation program. Most of our mediators are state employees; others are trained professionals who are dedicated to giving their time to help state employees improve their workplace relationships. Mediators help facilitate the discussion by ensuring an open, respectful and effective environment for dialogue to address workplace conflict.

## Address

1100 S. St. Francis Drive  
Suite #2079  
Santa Fe, NM 87505  
<https://adr.gsd.state.nm.us>

## Contact Us

Mary Jo Lujan  
Bureau Chief  
505-827-0444

April McClellan  
Mediation Coordinator  
505-827-0421

Stefanie Ortega  
Training Coordinator  
505-827-0576

[adr.bureau@state.nm.us](mailto:adr.bureau@state.nm.us)

# NM Alternative Dispute Resolution (ADR) Bureau

Risk Management Division  
General Services Department

“Encouraging communication  
through mutual respect.”

## Why Mediation?



The NM ADR Bureau helps manage and resolve work disputes in a fair, timely and cost-efficient manner. Most mediations can be scheduled in about two weeks once all paperwork is received.



Mediation emphasizes problem solving and encourages a forward-looking approach to resolving work disputes.



It allows managers and employees to influence the process and have control over the outcome, unlike other formal processes where someone else ultimately imposes an outcome.

- **Voluntary, Confidential & Free**

Mediation through our program is voluntary, confidential, informal and free. Workplace conflict is a workplace issue and should be dealt with during work time.

- **Self-Determination**

Trained, impartial third parties (mediators) do not take sides, offer solutions or have decision-making authority. They help the parties focus on their interests to reach a mutually agreeable resolution.

**“This was a wonderful experience. I was able to express myself, listen to the other party and seek clarification. We were able to see things in a different perspective and we came out with good things to work on.”**

~ Program Participant