

NM ADR NEWS

Encouraging communication through mutual respect

July – Sept. 2010

About the OADPR

The 2007 Governmental Dispute Prevention & Resolution Act (GDPR) created the 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. The Office operates as a Bureau of the Risk Management Division (RMD) of the General Services Department (GSD).

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NEW MEXICO
GENERAL SERVICES DEPARTMENT

ADR CURRENT EVENTS AND TRAINING

JULY ADR BROWNBAG LUNCH PRESENTATION: “A View From the Bench” – Wednesday, July 21st, 2010, from 12 noon – 1pm, 1st Floor Bid Room, Joseph Montoya Building, SF, NM (1100 South St. Francis Dr., at Cordova Rd.). The presenter will be Judge Daniel Sanchez (retired, First Judicial District Court). DON’T FORGET to bring your lunch, questions and ideas! Seating is limited. Questions? Interested in attending? Please contact Maria Voyles at maria.voyles@state.nm.us.

MEDIATION TRAINING AT SANTA FE COMMUNITY COLLEGE: A 40-hour Conflict Resolution and Mediation Skills training (a “service-learning” course) will be offered Tuesdays, Aug. 24th – Dec. 7th, 2010, from 3:00 – 5:30 pm. For more information, contact the instructors: Anne deLain Clark, 660-9912 / Kelly Hill, 470-4427 / or Reese Fullerton, 690-3190.

MEDIATION TRAINING AT UNM/CONT. ED. IN ALB: On Sept. 28th & 29th, 2010, UNM/CE will present “*Conflict, Communication and Change: Dealing With Differences in the Workplace*,” a professional development course taught by Cynthia Olson. For information, contact Marie McGhee at UNM/CE, 505-277-0723 or mmcghee@unm.edu. Course description is in catalog, pg. 15: <http://dce.unm.edu/uploads/file/su10/Su10-catalog.pdf>.

MEDIATION TRAINING AT UNM LAW SCHOOL IN ALB: UNM Law School will present Basic Mediation training with lead instructor David Levin, on October 22-24, 2010 and November 5-7, 2010. For information, go to: <http://lawschool.unm.edu/mediation/index.php>.

MEDIATION TRAINING AT NMSU / DOÑA ANA COMM. COLLEGE IN LAS CRUCES: On Aug. 31, Sept. 1, 14, 15 & 16, 2010, NMSU/DACC will present *Beginning Level Mediation Training*; on Aug. 31 and Sept. 1, 2010, *Conflict Management Skills*, a 2-day class, will be presented. The instructor for both classes will be Cynthia Olson. For information, contact NMSU/DACC Customized Training Program, (575)527-7776, toll-free at 888-827-7776, or by e-mail at ctp@nmsu.edu.

LABOR RELATIONS TRAINING: The Alb. Area Federal Mediation and Conciliation Service, in partnership with state government, is presenting 3-day training programs statewide at *no-cost*. The training is for agencies with collective bargaining agreements in place, and was designed to improve labor-management relationships through collaborative, problem-solving approaches. Remaining 2010 trainings will be in Albuquerque and Santa Fe. Those who complete the 3-day course will be eligible to participate in an advanced **Interest-Based Problem-Solving Facilitator’s Workshop**, a 3-day course, to be held in September in Albuquerque. *Training notices will be sent by e-mail as classes are confirmed; to be added to our mailing list, please send your contact information to Maria Voyles at maria.voyles@state.nm.us*

Please contact our Office for more information on any of the above items.

The New York Times, Tue, June 15, 2010

CAMERON APOLOGIZES FOR 1972 NORTHERN IRELAND KILLINGS AS REPORT IS RELEASED

Prime Minister David Cameron of Britain offered an extraordinary apology on Tuesday for the 1972 killings of unarmed demonstrators by British troops in Northern Ireland, saying that a long-awaited investigation into the violence had left no doubt that the shootings were "both unjustified and unjustifiable." "On behalf of our country, I am deeply sorry," Mr. Cameron said in a speech to Parliament. "What happened should never, ever have happened."

The violent events on Jan. 30, 1972, in the Northern Irish city of Londonderry, known as Bloody Sunday, triggered three decades of bitter and sectarian strife in Northern Island and became one of the most notorious single events in the recent history of the Troubles, which claimed more than 3,600 lives.

Go Ahead, Say You're Sorry

The most common cause of failure in an apology--or an apology altogether avoided--is the offender's pride. It's a fear of shame. To apologize, you have to acknowledge that you made a mistake. You have to admit that you failed to live up to values like sensitivity, thoughtfulness, faithfulness, fairness, and honesty. This is an admission that our own self-concept, our story about ourself, is flawed. To honestly admit what you did and show regret may stir a profound experience of shame, a public exposure of weakness. Such an admission is especially difficult to bear when there was some degree of intention behind the wrongdoing.

Egocentricity also factors into failed or avoided apologies. The egocentric is unable to appreciate the suffering of another person; his regret is that he is no longer liked by the person he offended, not that he inflicted harm. That sort of apology takes the form of "I am sorry that you are upset with me" rather than "I am sorry I hurt you." This offender simply says he is bereft--not guilty, ashamed, or empathic.

Another reason for failure is that the apology may trivialize the damage incurred by the wrongdoing--in which case the apology itself seems offensive. A Japanese-American who was interned during World War II was offended by the U.S. government's reparation of \$20,000. He said that the government stole four years of his childhood and now has set the price at \$5,000 per year.

Timing can also doom an apology. For a minor offense such as interrupting someone during a presentation or accidentally spilling a drink all over a friend's suit, if you don't apologize right away, the offense becomes personal and grows in magnitude. For a serious offense, such as a betrayal of trust or public humiliation, an immediate apology misses the mark. It demeans the event. Hours, days, weeks, or even months may go by before both parties can integrate the meaning of the event and its impact on the relationship. The care and thought that goes into such apologies dignifies the exchange.

For offenses whose impact is calamitous to individuals, groups, or nations, the apology may be delayed by decades and offered by another generation. Case in point: The apologies now being offered and accepted for apartheid and for events that happened in WWII, such as the Japanese Imperial Army's apology for kidnapping Asian women and forcing them into a network of brothels.

Far and away the biggest stumbling block to apologizing is our belief that apologizing is a sign of weakness and an admission of guilt. We have the misguided notion we are better off ignoring or denying our offenses and hope that no one notices. In fact the apology is a show of strength. It is an act of honesty because we admit we did wrong; an act of generosity, because it restores the self-concept of those we offended. It offers hope for a renewed relationship and, who knows, possibly even a strengthened one. The apology is an act of commitment because it consigns us to working at the relationship and at our self-development. Finally, the apology is an act of courage because it subjects us to the emotional distress of shame and the risk of humiliation, rejection, and retaliation at the hands of the person we offended.

All dimensions of the apology require strength of character, including the conviction that, while we expose vulnerable parts of ourselves, we are still good people.

Excerpt of full article found at:

<http://www.psychologytoday.com/print/25693>

