

NM ADR NEWS

Encouraging communication through mutual respect

Jan. – Mar. 2011

ADR CURRENT EVENTS AND TRAINING

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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State of New Mexico
General Services Department

UPCOMING BROWNBAG LUNCH PRESENTATIONS: Thursday, February 24th: Robert J. Liddy on *Maintaining (or Restoring) Civility, Respect and Professional Communications in the Workplace* in Albuquerque; March presentation will be by Gary Williams of the Office of African American Affairs. 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.

UNM CONTINUING ED. DIVISION: Announces a workplace conflict resolution class (*Conflict, Communication and Change: Dealing with Differences in the Work Place*) on March 22, 23 in Albuquerque. Instructor is Cynthia Olson. For additional information on course and cost, contact 505-277-0077 or visit www.dce.unm.edu.

NMSU/DOÑA ANA COMMUNITY COLLEGE: Announces a basic mediation course (40-hour certification course) on April 6,7,8,18,19 in Las Cruces. Instructor is Cynthia Olson. For additional information on course and cost, contact: the DACC Customized Training Program at 575-527-7776, or toll-free at 888-827-7776, or by e-mail at ctp@nmsu.edu.

ADR ADVISORY COUNCIL MEETING: On Tuesday, May 17th, 2011, the state ADR Advisory Council will meet from 10:00 a.m. to 11:30 a.m. the PERA Building, 1120 Paseo de Peralta, Suite 565 (5th floor) Santa Fe, New Mexico..All agency ADR Coordinators and interested parties are encouraged to attend. For more information, please contact Maria Voyles at maria.voyles@state.nm.us.

ON DEALING WITH CHANGE...

A recent SmartPulse workplace survey asked:

What is the biggest challenge when you transition to a new role?



Source:

<http://www.smartbrief.com/servlet/wireless?issueid=6071E2EF-8A78-48AA-9C31-F34E51F29D2F&sid=2abcf6c-59fa-4615-bb61-ebcbb6ec5887>

How to Survive Change You Didn't Ask For

M.J. Ryan, Professional Thinking Partners

Half of your retirement savings disappeared virtually overnight... your employer went out of business... a routine physical turned up a serious health problem. Adjusting to change is particularly difficult when change is both unwanted and unexpected. Sudden, life-altering events can create a paralyzing sense of lost control and dashed dreams.

Important strategies for surviving unexpected change...

■ **Engage in at least one activity every day that you can completely control.** It's normal to feel like a helpless victim when an unwanted change turns your life upside down. But you can start to shed these feelings of powerlessness by taking up a hobby or pursuing a goal that involves no one's effort or assent but your own. **Example:** *A woman whose husband left her dedicated herself to running a marathon.*

■ **Fake the confidence and skills you need to rebound until you have them.** Pretending we can do something helps our brains form the new pathways required to actually do it. **Example:** *I used to be a terrible networker. To overcome this, I asked myself, "What would I do right now if I were a great networker?" then I pretended that I was one. That got me out the door and talking to folks at networking events. Within weeks, I was no longer pretending -- networking started to come naturally to me.*

■ **Focus on where you want to be a year from now.** It's more useful -- and more enjoyable -- to look forward after an unwanted life change than it is to look back. Obsessing over backward-looking questions, such as, *Why did this happen to me?* and *What went wrong?*, rarely helps us rebound. Instead, view the current state of affairs not as a setback, but as a starting point. When your mind drifts back to the way things once were, remind yourself, *This is where I am... Now, where am I going from here?*

■ **Celebrate small successes.** Put even your tiniest accomplishments in your mental "win" column. This creates a sense that you're racking up wins, which builds positive energy and forward momentum. **Example:** *If you lost your job, don't wait until you land a new one to view yourself as a winner -- that would only make you feel and act like a loser during job interviews. Set an achievable job-search goal each day, such as calling three potential employers... networking with a colleague in your field... or researching a potential employer. Then celebrate your accomplishment at the end of the day -- Hooray, I made progress -- and share it with others if possible.*

■ **Consider why options might work, even if you suspect they won't.** It's easy to fall into the trap of "yes, but" thinking after unwanted changes happen to us. When we come up with a possible solution, we immediately think of a reason why this solution will fail and conclude that it isn't even worth trying. The problem isn't that the idea is flawed, but that recent setbacks have put us in a negative frame of mind. When you think of an option, force yourself also to think, *If I did this, here's how it might succeed.*

■ **Help others with their problems.** Helping puts our own problems in perspective... proves to us that we can accomplish change... and allows us to take a much-needed mental break from our own worries. **Example:** *A woman forced from her home by wildfires discovered that collecting blankets for other victims helped her stop worrying about her home.*

■ **Encourage yourself as you would a child in a footrace.** Tell yourself, *You can do it!* and *You're almost there!* Do this out loud or, if you're in public, to yourself. It may feel silly, but hearing over-the-top encouragement really does provide a confidence boost, even when it comes from your own mouth.

■ **Schedule a 15-minute daily "worry time."** Chronic worriers tend to obsess about their problems, forcing out more productive thoughts during the day and preventing sleep at night. These people cannot stop worrying entirely, but they can contain their worrying to a specific block of time each day. Give yourself permission to worry during a particular 15 minutes each day, ideally at the time of day when your worries tend to be at their worst. When you catch yourself worrying at other times, remind yourself that you have a schedule, and promise yourself that you'll get all your worrying done then. Experiment with the best time to worry. If right before bed makes it hard for you to sleep, find another time.

■ **Give advice to someone facing a change similar to your own, then take that advice yourself.** It's often easier to analyze someone else's problem than it is your own. Our emotions and ego get in our way when we think about our own lives. **Example:** *Think about what you would tell a friend to do to get her retirement savings back on track. Then follow your own advice.*

■ **Remind yourself of your strengths and positive qualities each time you think of your problems.** Those facing unexpected problems tend to think about those problems much more than they think about the tools they have for overcoming them. Whenever your problems come to mind, mentally list your skills, your friends and any other resources to help you rebound.

Bottom Line/Personal interviewed M.J. Ryan, a change expert with Professional Thinking Partners, a consultancy based in Park City, Utah. She is author of [AdaptAbility: How to Survive Change You Didn't Ask For](#) (Broadway Books). She is former CEO and editorial director of the publishing company Conari Press and one of the creators of its best-selling series, Random Acts of Kindness. www.mj-ryan.com.

Be the change you wish to see in the world. - Gandhi