

NM ADR NEWS

Encouraging communication through mutual respect

October – December 2011

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).

Mary Jo Lujan

Bureau Chief
(505) 827-0444
mlujan@state.nm.us

Josh Pando

ADR Training &
Development Specialist
(505) 827-0421
josh.pando@state.nm.us



State of New Mexico
General Services Department

ADR CURRENT EVENTS AND TRAINING

2011 ADR ANNUAL REPORT has been published and is available on the GSD / RMD / ADR Bureau's webpage: <http://www.generalservices.state.nm.us/riskmanagement/Resources.aspx>. You may also obtain a copy by contacting us at ADR.Bureau@state.nm.us.

DECEMBER BROWN BAG EVENT: ADR Holiday Appreciation Day, Wednesday, December 21st, 2011, from 9:30 a.m. – 11:30 a.m., at the Albuquerque Hispano Chamber of Commerce (1309 4th St. SW, Albuquerque, NM 87102). The ADR Bureau thanks mediators, ADR Coordinators, and program partners for sharing your talents, knowledge, and insights with us in 2011 – join us for refreshments, conversation, and a complimentary stress-relieving treatment by *Naprapathic Medicine of New Mexico* (www.nmnm.org). Questions? Interested in attending? Contact us at ADR.Bureau@state.nm.us.

SANTA FE COMMUNITY COLLEGE TRAINING, Spring 2012: Conflict Resolution & Mediation Skills (HUDV 153 01 CRN 31109): Tuesdays, January 31 – March 6, from 4pm – 6:15 pm. Community Development (Course Number 31131 / HUSV 260 01): Monday & Wednesday, January 23 – May 19, 10:00 am – 11:15 am. For more information on either class, call Instructor Keith Melton at (505)428-1773.

THE NM FEDERAL EXECUTIVE BOARD invites interested individuals to a one-day Advanced Mediation training. The training will take place on Thursday, January 26, 2012, from 8:30-4:30, at the Department of Interior University in Albuquerque; the cost is \$95. For more information, contact Instructor Cynthia Olson at cynthiao@earthlink.net or (505) 890-0603.



Anger Management: 4 Tricks for A Peaceful Workplace

By Amy Levin-Epstein



Do you regularly feel so stressed at work that you are on the verge of exploding? That's not good -- for either your health or your career.

Unfortunately, the office is more of a pressure-cooker than ever, says Robert J. Bies, Phd, professor of management at Georgetown's McDonough School of Business: "People are really concerned about job loss and their futures. They are in high anxiety mode and they don't believe anyone cares about them."

When employees and managers feel unsupported, they have a tendency to lash out, says Bies, co-author of *Getting Even: The Truth About Workplace Revenge And How To Stop It*. "They take justice into their own hands. And often they are egged on and supported by co-workers for those actions."

Common anger triggers could include a perceived "rule" violation (for instance, the promotion of someone who doesn't deserve it), an abuse of power (from a tyrannical or corrupt boss), or a personal attack (public criticism, for example).

While some people will vent anger in a public outburst -- or, worse, a physical confrontation -- quiet vengeance is more common. "Small, everyday acts of revenge include refusing to help others, working slower, or [giving someone] the silent treatment," says Bies.

But neither revenge nor outbursts are useful to employees -- and both are likely to damage your reputation along with your organization's efficiency and bottom line. Bies suggests these 4 strategies for keeping your cool -- as well as others' -- and creating a more peaceful workplace.

1. USE A MEDIATOR Getting help -- whether from your manager or HR -- can help you defuse a heated situation. If your office doesn't have a professional mediator on staff or you don't feel comfortable sharing your issue with HR, talk to your antagonist in a calm way that reflects how you want to be perceived professionally. "Remember Don Henley's [remark] that 'there are three sides to every story: yours, mine, and the cold hard truth,' and let the 'offender' tell her side of the story," urges Bies. If you gain an alternate perspective, you just might be able to work the situation out rather than let it simmer.

2. AVOID PROVOCATIONS A little respect can prevent anger from building in the first place, so the best way to keep tempers cool is to follow the Golden Rule. "This means don't disrespect [others], especially in public, keep your promises, and follow the rules," Bies says.

If you're a manager and have to give bad news -- denying a request for a day off, or reject a project proposal -- be sure to explain why. People can be disappointed in your decision without being angered by it, as long as it seems appropriate and the process is fair and transparent.

3. BREATHE This is crucial advice. Whether you have to take a walk around the block to clear your head, or even sit in a bathroom stall for a breather, thinking before you speak can save your job. It's age-old advice, says Bies: "When angry, count to 10 before you speak. If very angry, count to 100."

4. MEET ANGER WITH COMPASSION If someone on your team does erupt, try to choose compassion over punishment. A Temple University study found that when managers gave additional support to angered subordinates, workplace tension dissipated. But when angry employees were punished or even fired, the researchers at Fox School of Business found no positive effect on office morale.

Source: http://www.cbsnews.com/8301-505125_162-47542066/anger-management-4-tricks-for-a-peaceful-workplace/

"Whenever you're in conflict with someone, there is one factor that can make the difference between damaging your relationship and deepening it. That factor is attitude."

- William James