

# NM ADR NEWS

Encouraging communication through mutual respect

January – March 2012

## 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

**When people talk, listen  
completely. Most  
people never listen.**

*Ernest Hemingway  
(1899 - 1961)*

## ADR CURRENT EVENTS AND TRAINING

**2012 ADR SYMPOSIUM REQUEST FOR WORKSHOP PROPOSALS:** Planning is underway for the 2<sup>nd</sup> Annual State ADR Symposium in October! The GSD/RMD ADR Bureau is seeking to collaborate with mediators, dispute resolution practitioners, public policy/public involvement facilitators, lawyers, trainers, educators, students and other professionals throughout the state in the Symposium's design and presentation. For more information, please contact us at [ADR.Bureau@state.nm.us](mailto:ADR.Bureau@state.nm.us).

**MAGISTRATE COURT – FREE BASIC MEDIATION TRAINING:** The 13<sup>th</sup> Judicial District Magistrate Courts/Sandoval County are offering a free 32-hour survey course of the process and forms used in pro-bono mediation; in exchange, students agree to provide a minimum of 25 mediations (approx. 50 hours) in Bernalillo. Students must attend all training sessions on April 10<sup>th</sup>, 11<sup>th</sup>, 18<sup>th</sup>, & 19<sup>th</sup> (9am-5pm). Limited spaces are available. For more information or to register, please contact Marianela Gish, at (505)507-9635 or [marigish.workability@gmail.com](mailto:marigish.workability@gmail.com).

**MEDIATION TRAINING AT SANTA FE COMMUNITY COLLEGE:** A 40-hour Conflict Resolution and Mediation Skills training (HUDV 153) will be offered Tuesdays & Thursdays, Fall Semester 2012, from 4:00 – 5:15 pm. For more information, contact the instructors: Kelly Hill @ 470-4427 or Anne deLain Clark @ 819-9580.

**THE DIVERSITY LEADERSHIP COUNCIL (DLC) & THE UNM MENTORING INSTITUTE** present the 23rd Annual Diversity Leadership Forum on Tuesday, October 23rd, 2012. The Forum will kick off UNM's Mentoring Institute and Leadership Forum on Wednesday and Thursday, October 24-25th, 2012 at the UNM Student Union Building (SUB). Stay tuned for more details!

# Hear Ye!

Listening requires more than opening your ears. In his new book for business managers, *Power Listening: Mastering the Most Critical Business Skill of All*, Bernard Ferrari proffers advice on smart conversation habits. Here are five to try:



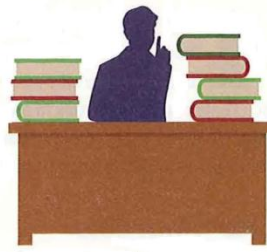
## Show Respect

“The easiest way to do this is to clue in the person you’re talking to about the purpose of the conversation,” says Ferrari. “Say something like, ‘I really need your opinion on this’ or ‘You know, talking to you always helps my thinking.’ Doing so not only informs the person of your agenda, it shows that you respect her, trust her opinion, and are eager to hear what she has to say.”



## Listen to Everyone

“Talk to not only the people who are closest to you, but also to customers, suppliers, and competitors. A conversation doesn’t have to be immediately productive to be useful or important. Good managers gather information from every interaction and are able to store what may be pertinent later.”



## Be Quiet

“Businesspeople are trained in one-way communication. They become pros at speaking, presenting, and pitching. But it’s hard to listen when you’re talking. Aim to let your conversation partner speak 80 percent of the time. Really focus on what he’s saying and process the information. Maximize your 20 percent with thoughtful interaction.”



## Understand Emotions

“It’s difficult to have a conversation when you’re angry, upset, or frightened. Avoid having important discussions when you’re experiencing these emotions. Understanding yourself and knowing when you should be out of the game is essential.”



## Ask Questions

“As a good listener, you can actually help people bring forward new facts, think in new ways, reach conclusions, and come up with better ideas. This happens by asking questions. Always phrase an interruption as a query rather than a comment, even if you disagree with the speaker. Question marks show openness, flexibility, and interest.”

ILLUSTRATION BY SAMUEL RHODES

Life Apps Conversationator

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