

Office of Alternative Dispute Prevention and Resolution (OADPR)  
A Bureau of the General Services Department, Risk Management Division

**NM**  **ADR NEWS**

Encouraging communication through mutual respect

Fall 2012



**About the OADPR**

*The 2007 Governmental Dispute Prevention & Resolution Act (GDPRRA) 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**

**ADR ANNOUNCEMENTS**

**ADR BUREAU ANNOUNCES NEW STAFF:**

As we observe the holiday season, we are thankful to our program partners and participants for another year of working together to make New Mexico a better place! We are also very pleased to announce the addition of a new staff member, ADR Program Management Analyst, C. Michael Patterson. Mike is a native of Santa Fe, and spent over a year with the RMD Property & Casualty Bureau prior to joining Mary Jo and Josh. We look forward to introducing him to you at upcoming events. *Welcome, Mike – we are grateful to have you on our team!*

**CURRENT EVENTS AND TRAINING**

**ADR ANNUAL REPORT:** The 2012 report will be completed and distributed by e-mail soon. The full report will also be posted on the RMD website (ADR Bureau's "Resources" page: <http://www.generalservices.state.nm.us/riskmanagement/Resources.aspx>), or you may request a copy by e-mailing [ADR.Bureau@state.nm.us](mailto:ADR.Bureau@state.nm.us).

**MEDIATION TRAINING AT SANTA FE COMMUNITY COLLEGE:** Conflict Resolution and Mediation Skills (HUDV 153-01 CRN 31336; 1 credit; no prerequisites) will be offered in the Spring 2013 semester. Class will be on Thursdays, from February 14 – March 29, 2013, from 4:00 pm – 6:15 pm. Please contact instructor Keith Melton for more information at (505)428-1773.



## KNOW THE POWER OF A WELL-PLACED “THANK YOU”

By [Art Petty](#)

It's two simple words wrapped in one heartfelt comment of appreciation that offers up a whole heap of helping of genuine respect. All of this from one of the first phrases that Mom ever taught us.

While those in roles of authority have a reasonable expectation that their requests will be carried out, there's nothing I can find in the rulebook for leaders (perhaps we should we create this book!), that suggests liberal use of the phrase “thank you” is a problem.

**The most creative and successful leaders I know dispense “Thank You’s” liberally and with gusto.** They thank people for their hard

work, their creativity and for their service and support. They thank them for pointing out problems and offering solutions and they thank them for providing feedback on how the leader can do his or her job better.

**Sometimes the most powerful version of “thank you” is not the verbal kind. It's the hand-written note acknowledging something good about the employee's performance.** Or perhaps it's the note from one supervisor to yours offering praise for your involvement with the cross-functional topic.

In some cases, it's a token of appreciation. From the gift card for a weekend get-away to the theater tickets or something that says “thanks” not only to the individual, but the individual's significant other, a thoughtful and appropriate gesture (within company guidelines) is nice frosting on a heart-felt thank you.

### The Bottom-Line for Now:

**Motivation is intrinsic, and most of us are inspired by knowing that our efforts are both noticed and appreciated.** Saying “thank you” is one of the simplest forms of showing respect and one of the most powerful forms of letting your team members know that you are watching and that you genuinely care. Starting today, try it on for size a few times. It gets easier to say with practice!

Excerpt from :

*“New Leader Tuesday at Management Excellence*  
[http://artpetty.com/2012/11/13/new-leader-tuesday-know-the-power-of-a-well-placed-thank-you/?utm\\_source=feedburner&utm\\_medium=feed&utm\\_campaign=Feed%3A+artpetty%2Fmanagement\\_excellence+%28Management+Excellence+by+Art+Petty%29](http://artpetty.com/2012/11/13/new-leader-tuesday-know-the-power-of-a-well-placed-thank-you/?utm_source=feedburner&utm_medium=feed&utm_campaign=Feed%3A+artpetty%2Fmanagement_excellence+%28Management+Excellence+by+Art+Petty%29)

**"Silent gratitude isn't much use to anyone."**

~ Gladys B. Stern