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ADR NEWS

Spring 2014

Encouraging communication through mutual respect

About the OADPR

The 2007 Governmental Dispute Prevention & Resolution Act (GDPRA) created the Office of Alternative Dispute Prevention and Resolution (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. Today, the Office operates and is known as the **Alternative Dispute Resolution (ADR) Bureau** under the Risk Management Division (RMD) of the General Services Department (GSD).

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NEW MEXICO
GENERAL SERVICES DEPARTMENT

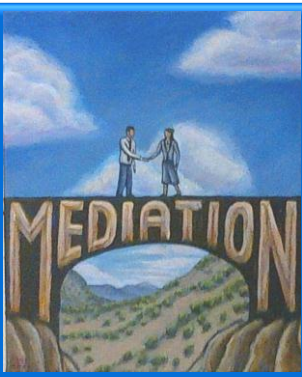
ADR means also "A Dialog Resource"

ON THE HORIZON

Fiscal Year 2015 is rapidly approaching, and the ADR Bureau **NEEDS YOUR INPUT!** Our office serves as an information resource to state agencies and employees. We receive numerous requests for information related to training on a broad range of topics. As we prepare and plan for the next fiscal year we would like to learn more about your training needs and interests. With the intent to better serve you, we ask to please take a few minutes of your time to provide us with this

information by completing this short survey: [click here](#) to access survey.

COMING UP!!!
2014 ADR SYMPOSIUM IN ALBUQUERQUE!!!
When: OCTOBER 2014
Cost: FREE
Where: TBD
STAY TUNED FOR MORE INFORMATION!!!

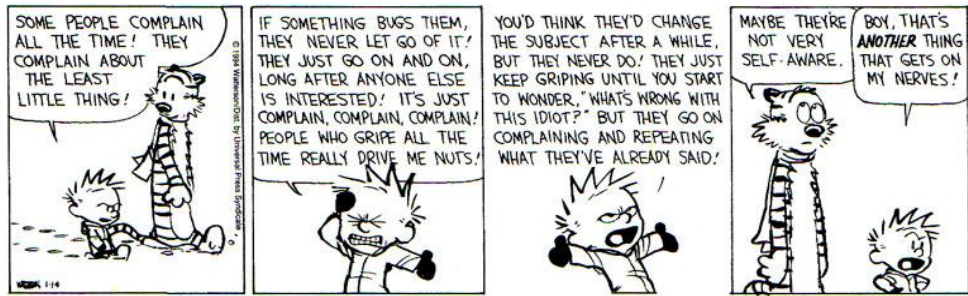


Is **CONFLICT** getting in the way with your colleague, your supervisor, or your employee? The ADR Bureau is here to help. Try us.



Calvin and Hobbes

by Bill Watterson





How Self-Awareness Leads to Effective Communication

The art of listening begins with the ability to listen to oneself.

Listening is one of the most important skills we need to master. In fact, listening contributes in a fundamental way to our well-being and to the quality of our relations. Moreover, by learning how to listen deeply we can become a catalyst for change. And yet, to listen is one of the most difficult skills to master. It requires serious work.

Conflict as the Break-down of Communication

In the 20-plus years I have spent studying and working on different kinds of conflicts across the world, I have come to the conclusion that at the core of conflict there is a breakdown in communication and the parties' inability to understand each other. A conflict is often a dialogue of the deaf.

There is no conflict transformation, no resolution, unless there is a change in the dynamic of communication. Unless there is such a shift, parties are not able to bond, to reframe their problems, and to explore possible solutions. Problem-solving starts with setting the conditions that enable effective communication. Listening deeply to the parties in conflict can create such conditions.

When a Friend Listened to Me with an Open Mind

In our own life, we all have experienced the importance of feeling heard. When someone is listening to us deeply and sincerely, we are able to express ourselves, we lower our defenses, we

take down our masks. I remember such a moment in my own life. A few years ago I was going through a very unsettling time; my own version of a mid-life crisis. I had so many things to figure out that my emotions and thoughts were fogged by confusion. One afternoon, I took a walk with a friend. It proved to be a game changer. My friend listened to me with a sincere heart and with an open mind, free of assumptions and judgment. I was thus able to utter what was going on deep inside myself and as I was talking, I started to put some order in my thoughts and emotions. Some clarity began to emerge and I was able to figure out the next small step I would take in my life. A great and empowering journey thus begun, that eventually brought me to the happy and fulfilling life I have today. I was able to evolve, because I had found someone ready to hear me, and I continue to enjoy my own evolution, spurred by a desire for constant personal growth.

First Step to Become a Good Listener

Change begins with deep listening. But how can we become good listeners? Good communication with others requires first and foremost good communication within ourselves. In other words, to become good listeners we need first to be aware of the filters that color our own communication style.

Our previous experiences, beliefs, values, assumptions, judgments and bias influence the quality of our listening.

Whenever we listen to something, we evaluate what we are hearing and this in turn triggers our emotional reactions and our judgment. If we hear something that contradicts our values or our interests, we tend to react, by becoming defensive; our ability to be effective listeners is hostage of our own filters. As a consequence, our capacity to build meaningful relations, even with the people we love, our ability to lead effectively, to be a catalyst of change, to make a positive contribution, is negatively affected.

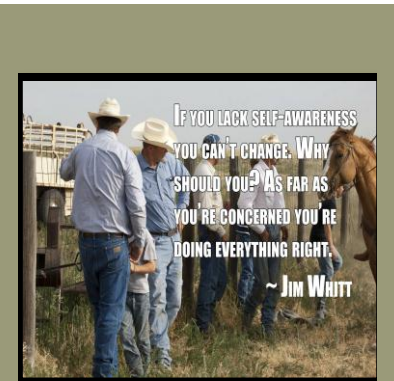
To become aware of the barriers to an effective communication that lay deep within ourselves is, therefore, a first and necessary step to become great listeners. We need to become aware of how our life experiences, our gender, our race, our social status, our education, our religion, our failures, our fears can affect our ability to listening deeply to the other party.

Self-Awareness and Deep Listening

Self-awareness allows for a listening that is free of assumptions and judgments that compromise a healthy communication. Before we are able to listen deeply to others, we need to learn how to listen deeply to ourselves. It is this self-awareness that helps us to understand the other's frame of reference.

Deep listening is transformative, but transformation begins with the development of self-awareness, that is with the capacity to listen to ourselves.

Published on April 21, 2014 by Aldo Civico, Ph.D. in Turning Point



"Wisdom tends to grow in proportion to one's awareness of one's ignorance."
— Anthony de Mello

Every human has four endowments- self awareness, conscience, independent will and creative imagination. These give us the ultimate human freedom... The power to choose, to respond, to change. Stephen Covey

*"LIFE.
What it was.
What it will be?
It's how I see it.
How I will see.
Starts from you,
and ends in me.
And whispers...
Who I am.
Who I will be."*
— Swapnil Tewari