



FY16 – 1st Quarter

Encouraging communication through mutual respect

ADR also means “A Dialogue Resource”

UPCOMING TRAINING OPPORTUNITIES

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** of the Risk Management Division (RMD) of the NM General Services Department (GSD).

Visit our website at:
<http://adr.gsd.state.nm.us>

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NEW MEXICO
GENERAL SERVICES DEPARTMENT

MEDIATORS – Save The Date!

BROWNBAG LUNCH & ROUNDTABLE DISCUSSION

Learn about the State Office of Alternative Dispute Prevention and Resolution and how you can become a mediator in our program.

When: Wednesday, Dec. 9th, 2015
Time: 11:30 am – 1:30 pm

Cost: FREE

Where: NM Military Institute, Roswell, NM

[To register click here!!!](#)

ADR COORDINATORS – Save The Date!

Next
STATE ADR
COORDINATOR
TRAINING!!!

When: Thursday,
Dec. 10th, 2015
Time: 8:30 am –
12 noon

Cost: FREE

Where:
NM Military Institute,
Roswell, NM

[To register click here!!!](#)

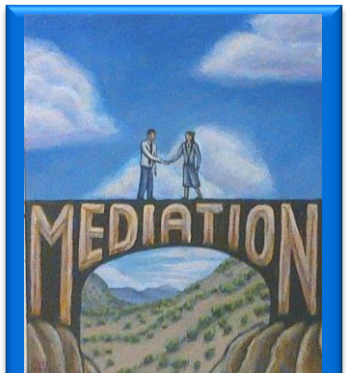
ADR Training schedule coming soon!

Want to be a mediator?

In the upcoming year, 40-hr courses will take place in Albuquerque, Roswell and Santa Fe.

Additional courses will also be scheduled for practicing mediators and those seeking training to develop better communication and conflict management skills.

Contact us at ADR.Bureau@state.nm.us to add your name to the waiting list and check our website for details at <http://adr.gsd.state.nm.us>.



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



FREE UPCOMING EAP WEBINARS FOR STATE EMPLOYEES

Date & Time	Class	Link to webinar
November 13 1:30 - 3:30	Communication Styles Life at work is more interesting and at the same time more challenging because people use different communication styles to express themselves. Participate in this class to learn your preferred style and how to speak with others who use different communication styles to achieve more satisfying, productive conversations.	Registration Link Webinar ID: 103-109-315
December 4 1:30 - 3:30	Giving and Receiving Useful Feedback Many people say that they value constructive feedback and yet they rarely receive it. Join this class to learn tips for both giving and receiving feedback that makes a difference.	Registration Link Webinar ID: 109-104-523
December 8 1:30 - 3:30	Effective Email Communication For many of us, our primary communication is through email - both sending and receiving. This can also be a great source of frustration because of unclear messages, misinterpreted intent, messages that don't pertain to us, and just plain too many messages. Attend this class to gain tips for making your messages effective and for organizing those you receive.	Registration Link Webinar ID: 113-294-235
January 13 1:30 - 3:30	Utilizing Positive Management - Communication/Leadership/Delegation Communication, leadership, and delegation are terms that many people use. However, managers who know how to use them are rare. Attend this class to learn how to develop those positive skills to benefit yourself and your whole team.	Registration Link Webinar ID: 110-271-715
January 21 1:30 - 3:30	Utilizing Positive Management - Training/Mentoring/Coaching Good managers bring out the best in their team members. This means guidance and education through various methods. This session will highlight the unique characteristics of training, mentoring, and coaching and how to use them for best effect with your team members.	Registration Link Webinar ID: 112-565-171

Source: The Solutions Group: <https://www.solutionsbiz.com/SONM/webinars.htm>



Respect & Civility at Work

Many behaviors commonly exhibited by employees can be detrimental to the well-being and productivity of coworkers. A lack of respect in the workplace, if left unchecked, will drag down morale, create higher turnover, and increase risks to the employer. Do you contribute to a respectful workplace?

What Signals Are You Sending?

Respect is the regard or consideration we have for others in all aspects of what concerns them—personal property, appearance, character traits, values, personal space, opinions, and emotional well-being. Disrespect toward others can negatively affect any of these things, so it is important to understand the role we play in maintaining a respectful workplace. Each of us has *personal power*, and with it, we affect others around us, whether we know it or not.

You have the Power

Your daily actions signal to others the level of personal respect that you hold for them. Understanding that *what you do matters* can increase your personal awareness and give you more control over the direct, indirect, or unspoken signals you send to others. It can lead you to make improvements in your relationships and increase your happiness at work. This awareness is the key to minimizing strife and hostility, and to increasing the courtesy and mutual respect all of us want from each other.

Big Impacts from Small Stuff

The following are some common behaviors often considered disrespectful. Do you practice any of them? Have you been on the receiving end of some? You may notice some missing that you have experienced. Use the list to help you consider your role in helping maintain a respectful workplace.

- **Communication:** Interrupting others while they are speaking; cutting someone off before he or she has finished expressing a thought; neglecting to say please and thank you; purposely avoiding an obvious moment to offer a compliment, to say good morning, etc.; criticizing someone in front of peers; using profanity to “be yourself” and making this other people’s problem if they don’t like it.
- **Privacy:** Asking personal questions of someone you do not know well; reading another person’s mail; peering at someone’s computer screen.
- **Boundaries:** Taking things from another person’s desk; not returning loaned books, supplies, or other property; standing too close or staring at another person; not stopping of-fensive behaviors after a reasonable request.
- **Environmental:** Not cleaning up after yourself in the staff kitchen; having a loud conversation or playing loud music; keeping your work area unsightly, overly dirty, or dusty; displaying visual objects in your work-space that offend others or contrast heavily with what most people consider good taste or appropriate; using the last of something and not replacing it—food, supplies, toilet paper.

- **Differences:** Participating in intolerant behavior or using language associated with racial, sexual, age-related, or other human differences that offends or contributes to a hostile, offensive, or intimidating work environment.

- **Interpersonal:** Behaving in a way that invalidates someone else’s successes; spreading rumors, or not correcting rumors; talking about someone behind his or her back or taking credit for someone else’s work; criticizing a coworker’s character to another worker who has not formulated a firsthand opinion; labeling coworkers with personality or character traits you don’t like; habitually using cynical language or sarcasm; not sharing in the work.

- **Macro Issues:** Macro issues can be rhetorical and may not be directed specifically at one person. Espousing religious and political views that others may not want to hear; repeating catastrophic and “doomsday” predictions about the company, the country, the world, or geopolitical issues that maintain an atmosphere of anxiety for others.

Your Respectful Workplace

Being respectful of others isn’t about “censorship” or “walking on egg shells.” It’s about *awareness* so you can practice self-discipline—knowing the powerful impact we all have on each other and knowing that each person has a vital role in creating the type workplace that we all want to share.