



**FY16 – 3rd
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).***

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NEW MEXICO
GENERAL SERVICES DEPARTMENT

NEW!!!

ADR COORDINATOR TRAINING (New Expanded Class)

We are excited to offer you a new and expanded ADR Coordinator training! ADR Coordinators are responsible for a number of critical functions, which are very important in our work together toward early dispute intervention and avoidance of costly grievances, complaints, and litigation. Your feedback has helped us to improve our business processes to better serve you and state government. As a result, we have expanded our ADR Coordinator Training to offer more information and resources to support your success in this role.

This training is highly recommended for designated ADR Coordinators representing state agencies or other state entities. We welcome new ADR Coordinators, as well as those who would like a refresher course. Learn about the ADR Process in State Government:

WHEN: Wednesday, May 25th, 2016
TIME: 9:00am – 4:00pm (lunch on your own from 12-1pm)
WHERE: Albuquerque, NM
COST: FREE

[CLICK HERE TO REGISTER](#)

BACK-TO-BASICS: Refresher Mediation Class

Did you complete a 40-hour mediation course but have not been able to mediate much, or at all?

This class will “refresh” some of the elemental concepts and skills taught in the beginning mediation course. You will explore neutrality, interventions and the skills of listening, acknowledging, questioning, and reframing. The class will include highly interactive discussion, a demo, and skills practice.

Albuquerque, May 17, 2016 – 8:30am to 4:30pm

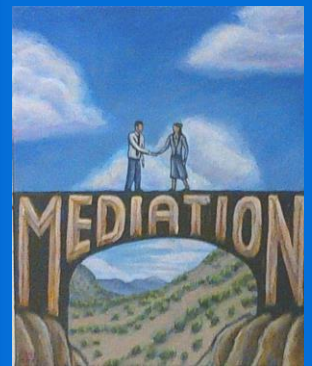
[CLICK HERE TO REGISTER FOR ABQ](#)

Santa Fe, June 14, 2016 – 8:30am to 4:30pm

[CLICK HERE TO REGISTER FOR SANTA FE](#)

Additional Upcoming Mediation Trainings:

- [UNM Continuing Ed](#)
- [UNM Anderson School of Management](#)
- [UNM Law School](#)



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
April 7 3:00 - 4:00 pm	Decision Making Tools Managers are regularly called upon to make decisions that involve both opportunity and risk. Fortunately there are a variety of ways to make decisions depending on the situation and the people involved. Attend this class to learn specific decision making techniques, what to consider in your decision, and how to select an appropriate way to decide so that you can feel more confident with your decisions.	Registration Link
April 21 1:30 - 2:30 pm	"Good Manager" Skills Participants in this class will begin by identifying their personal managerial characteristics. Then we will briefly explore the skills that supervisors need to lead their organizations in the 21st century: communication, teamwork, coaching, business analysis, continuous improvement, technology savvy, project management, writing and documentation, and resource management.	Registration Link
May 4 3:00 - 4:00 pm	The Interview Process The careful selection of employees is one of the most important jobs of a manager and others who assist in the hiring process. This class will provide tools to guide you to hire the best person for the job and to comply with state and federal regulations.	Registration Link
May 25 3:00 - 4:00 pm	Money Matters Money does matter. In this class participants will identify money management goals, set up a budget to continue using, and learn what to do if your money situation is out of control.	Registration Link
June 15 3:00 - 4:00 pm	Improving Personal Productivity This workshop provides participants the opportunity to examine their own work and life habits as tools for improving personal productivity. Woven into this thought-provoking session is information on self-care, time management, stress management, and good communication.	Registration Link
June 29 3:00 - 4:00 pm	Time Management - Special Assignments This class is about handling special assignments and projects beyond your everyday duties at work. Attendees will learn techniques for careful planning, setting milestones and deadlines, and allowing "float" in your process. We will include tips for tracking and communicating about your progress and for staying motivated along the way. Most important, we will include evaluating and celebrating your project completion.	Registration Link



Workplace Mediation – Shedding Light on the Mystery

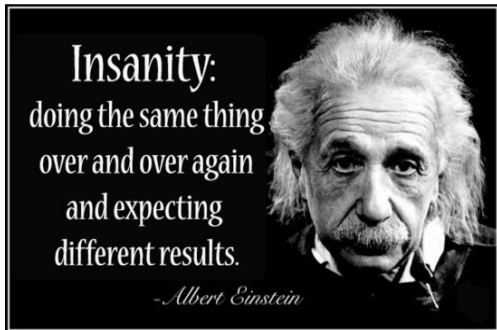
By Stephanie Ellis, ADR Coordinator, ADR Bureau

The state ADR program coordinates workplace mediation for state agencies and employees. In recent months, we have been reminded that many people believe mediation is a negative thing. This is especially apparent when we hear, “Things have gotten so bad that it had to come to this (mediation).” This sounds negative, like some sort of punishment. Consider this question: if you believe mediation is like punishment (from HR, your supervisor, your coworker, or your agency), would you want to participate? Probably not, and nobody would blame you.

We also hear from people who believe mediation is similar to a formal administrative hearing, where one has to bring evidence to convince the hearing officer, arbitrator, or judge that one position is right and the other person/side is wrong.

Frequently, we hear people say, “Nothing is going to change,” although they have never tried mediation. Often people actually don’t know what it is like or what might be possible. We explain to conflicting parties, “Given that, up until now, whatever you have tried to resolve this conflict has not been working (meaning it did not turn into the results you desired), it might be time to try something different. If the situation can’t get any worse than it already is, why not try mediation? What do you have to lose?”

The danger with trying something different (mediation) is that it might actually get you more favorable results. As this definition of insanity suggests, you may need to try something new:



To be clear – workplace mediation is not about convincing the mediators to side with you and it is not a settlement facilitation or negotiation to reach agreement on a contract or a dollar amount.

Mediators won’t make a decision on your behalf or tell you what to do.

So, what *is* workplace mediation?

The essence of workplace mediation is improving and continuing workplace relationships. After all, participants have to face each other again the next day and work together. The willingness to engage in mediation holds the seed for opportunities. The moment you decide to face the dragon (conflict) by sitting down to have a conversation (mediation), the dynamic (as you know it) changes.

Mediation is about empowering you to take part in the solution. This is not a concept our society has taught most of us. As children, when we had disagreements with siblings or peers, someone else would step in and make a decision on our behalf (i.e. parents or teachers). As adults in the workplace, we continue this pattern and often look to our supervisors, management, or HR to solve our conflicts, expecting them to take action. In the worst scenario, we look to a judge to decide our case. And yet, there is no guarantee that a decision will always be in our favor, is there?

With this in mind, mediation is a strange animal and unfamiliar to many. “We are now being asked to come up with our own solutions? Nobody is going to tell us what to do?” Yes, that’s exactly right! Mediators are neutrals and don’t side with either party. They facilitate the conversation and ask clarifying questions to better understand a situation. They will also assist participants to explore and identify realistic solutions that can work for everyone. In the end, no participant is required to sign an agreement they don’t like.

In a nutshell, mediation is:

- **VOLUNTARY** – especially if it is free
- **CONFIDENTIAL** – respects people’s need for privacy and dignity
- **FAIR** – offers a neutral arena to be heard
- **SAFE** – protects people from retaliation
- **PERSONAL** – it meets people where they are
- **RECOGNITION OF THE INDIVIDUAL’S AUTHORITY** – “my word is my bond”



- **INFORMATIVE** – *it is an opportunity to learn new information or hear a new perspective*
- **A SKILL BUILDER** – *it builds people’s core competence and confidence in managing their own conflicts*
- **A TEAM BUILDER** – *especially critical in continuing relationships*
- **AN OPPORTUNITY FOR ALL TO CONTRIBUTE TO A BETTER WORKPLACE, ORGANIZATION, OR ENVIRONMENT.**

Preparing for Mediation

So, if you don’t have to prove your side and provide evidence to make your case, how do you prepare for mediation? Generally, participating parties are asked to review and complete the [Pre-Mediation Tool](#). Why is this important? When we are in conflict, we tend to be very familiar with our own story, meaning we know why we are angry, feel hurt or treated unfairly, etc. We hear our own reasoning over and over in our mind. We may also have an idea of what the solution should look like from our point of view. Sometimes we don’t know the solution because we have been too consumed with what’s not working for us and have not been giving it any thought. We struggle to imagine what it would look like if everything was working perfectly.

Often times, when we ask participants what they believe the other person might think the issue is, they are silent. They really don’t know, much less what the other person might think the solution to the issue should be (from their perspective).

Here is a little insight: there is a great chance that the other person has been running a story in their head – just like you – and they have no idea what is going on for you or where you are coming from.

Mediation can open the door of opportunity if approached with a mindset of curiosity; parties can learn about the other person’s experience and perspective, and mediation can lead the way to exploring solutions with **all** participants’ needs and interests in mind.

The truth is that each person’s experience is their story and their truth up until the moment when they learn new information; then that person’s story can

change. Here is where we can turn to a blank page and start writing a new story...



Many stories come to mediation and all are unique, yet hold the same potential: there is always something to learn in mediation provided we are willing to listen with an open mind.



Still in doubt? Read what a recent participant had to say about mediation:

“If more employees took advantage of this, this would make for better work environments. Mediation can be stressful to approach, but if viewed & promoted as a normal part of life toward greater understanding, it would reduce stress & increase happiness.”

- Mediation Participant

If you are curious about mediation and want to learn more, please check out our frequently asked questions: [FAQs](#) or visit our website at <http://adr.gsd.state.nm.us>