

# NM



# ADR NEWS

**FY16 – 4TH 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:  
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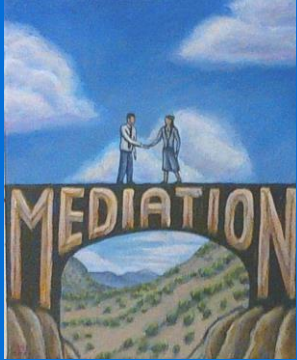
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NEW MEXICO  
GENERAL SERVICES DEPARTMENT

**SAVE THE DATE!!!**  
**2016 NEW MEXICO ADR SYMPOSIUM – Santa Fe**  
 When: **Wednesday, October 12<sup>th</sup> & Thursday, October 13<sup>th</sup>, 2016**  
 Where: **Santa Fe Community College**  
 Cost: **FREE**  
 For updates [click here.](#)

**MINDFULNESS FOR CONFLICT RESOLVERS - FREE ONLINE SEMINAR** (click on link to learn more)  
**WHEN:** Tuesday, July 12, 2016,  
**TIME:** 10:00 AM - 11:30 AM



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

**NEW!!!**

**ADR COORDINATOR TRAINING (2<sup>nd</sup> 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 and results in a certificate of completion. **(Note: your agency's ADR activities are reviewed in RMD's annual loss control audits and may be critical to a passing score).** 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, August 31<sup>st</sup>, 2016**  
**TIME:** **8:30am – 4:30pm (lunch on your own from 12-1pm)**  
**WHERE:** **NM Department of Transportation, Training Room, 1120 Cerrillos Rd, Santa Fe, NM 87504**  
**COST:** **FREE** [CLICK HERE TO REGISTER](#)



## FREE UPCOMING EAP WEBINARS FOR STATE EMPLOYEES

Date & Time	Class	Link to webinar
<b>July 20</b>  3:00 - 4:00 pm	<b>Workplace Violence Prevention</b>  Violence can erupt in the workplace for many reasons and it is imperative that employers have a response that includes policy and procedure. In this class we will identify prevention and explore interventions to curb hostility in the workplace.	<a href="#">Registration Link</a>
<b>August 31</b>  3:00 - 4:00 pm	<b>Motivation in the Workplace</b>  Motives are the "whys" of behavior - the needs or wants that drive behavior and explain what we do. Motivation is essential in order for you to meet and exceed standards and expectations at work and to achieve your personal goals. This class will help you to understand your own motivation and that of others. You will also learn ways to increase and leverage self-motivation and to assist the employees you supervise to make the best use of motivation for their work.	<a href="#">Registration Link</a>
<b>September 21</b>  3:00 - 4:00 pm	<b>Stress Management</b>  Stress is an unavoidable part of everyday living. However, learning to effectively manage stress is an attainable skill. This interactive workshop offers insight into the sources of personal and professional stress and provides tools for effective stress management.	<a href="#">Registration Link</a>
<b>October 5</b>  3:00 - 4:00 pm	<b>Reducing Workplace Negativity</b>  Every workplace seems to have personality conflicts, interpersonal friction, and the occasional bad attitude. A little bit is normal and to be expected. However, too much negativity can block productivity, ruin morale, and stifle positive change. Attend this class to learn strategies for preventing and dealing with negativity that you may encounter.	<a href="#">Registration Link</a>
<b>October 27</b>  3:00 - 4:00 pm	<b>Customer Service</b>  In this workshop we will focus on the service of "customer service" by looking at who our customers are and how we can meet their needs. We will pay special attention to the importance of serving our internal customers well. Attendees will learn specific techniques to handle emotional aspects of customer service and to focus on value added for each customer interaction in person, by phone, or email.	<a href="#">Registration Link</a>



## WHAT IS UNRESOLVED WORKPLACE CONFLICT COSTING YOU?

### WORK PLACE STATISTICS- The cost of turnover, loss of productivity and absenteeism.

– Coach Cathy

Below are some Workplace statistics that show you the cost of turnover, loss of productivity and absenteeism.

- **The cost of turnover** in the workplace is extraordinary. Ernst & Young reports that the cost of losing and replacing an employee may be as high as 150% of the departing employee's annual salary. (Workforce.com) The cost of turnover also includes the manager's time training new employees.

- Research shows that **60-80% of all difficulties in organizations come from strained relationships** between employees, not from deficits in individual employee's skill or motivation. Daniel Dana, *Managing Differences: How to Build Better Relationships at Work and Home* (2005, 4th ed.); Barbara J. Kreisman, *Insights into Employee Motivation, Commitment and Retention* (2002)

- **Productivity losses** related to personal and family health problems cost U.S. employers **\$1,685 per employee per year, or \$225.8 billion annually.** (Stewart et al., 2003)

- \$700,000 is the average jury award in wrongful termination lawsuits

- The typical **manager spends 25-40%** of his or her time **dealing with workplace conflicts.** That's one to two days of every work week. (Washington Business Journal, May 2005).

#### Workplace Stress & Mental Health

- Two-thirds of both men and women say work has a significant impact on their stress level, and **one in four has called in sick or taken a "mental health day" as a result of work stress.** (American Psychological Association, 2004)

- One-fourth of employees view their jobs as the number one stressor in their lives. (Northwestern National Life)

- Workplace stress causes approximately one million U.S. employees to miss work each day. (American Institute of Stress)

- Problems at work are more strongly associated with health complaints than are any other life stressor. (St. Paul Co.)

- **Workers who must take time off work because of stress, anxiety, or a work conflict will be off the job for about 21 days.** (US Bureau of Labor Statistics)

- American employees used about 8.8 million sick days in 2001 due to untreated or mistreated depression. (National Committee for Quality Assurance, 2002)

- **Indirect costs** of untreated mental health disorders results in a **\$79 billion annual loss** to businesses **due to loss of productivity and absenteeism.** (U.S. Surgeon General's Report on Mental Health, 1999)

The cost of turnover, loss of productivity and absenteeism in organizations due to conflict is huge. **To avoid these statistics, be a proactive manager.**

When organizations make it a priority to train employees on communication/listening skills, building trust, teambuilding, and conflict resolution skills, less unresolved conflicts will occur. When employees feel their concerns are heard by management, job satisfaction and productivity increases which goes right to an organization's bottom line.

#### There are a number of steps to be taken to reduce the cost of conflict and improve operations:

1. **Institute** company-wide conflict resolution and **communication skills trainings.**
2. **Encourage problem solving** and authentic conversations on your team.
3. As a manager, **watch out for hidden conflict.** Look at body language and employees who start shutting down in meetings.
4. **Don't let conflict build up.** Once you notice that there might be a conflict on your team, ask questions. (How are you doing? Do you need support with anything? I have noticed in the past month that you seem to be quiet in meetings. Is there anything going on that you would like to talk about?)
5. **Set up regular meetings with your employees.** Ask for their feedback on how things are working. Ask them what support they need.
6. **Brainstorm** with your employees to come up with **win-win solutions.**
7. Care about your employees. **Go the extra mile to improve employee morale.** Be the kind of manager who employees want to be around. Watch your own stress levels. Your stress can easily get passed on to your employees.
8. If the employees can't resolve a conflict on their own or with your help, hire a mediator to be a neutral third party to help. **The cost of a mediator is nothing compared to the cost of unresolved conflict.**

Source: <http://conflictinworkplace.com/2011/07/31/work-place-statistics-the-cost-of-turnover-loss-of-productivity-and-absenteeism/> [emphasis added]

**IMPORTANT TIP: Workplace Mediation through the ADR Bureau is FREE!**

*"Change means that what was before wasn't perfect. People want things to be better."*

- Esther Dyson, Journalist