

# NM



# ADR NEWS

**FY17 – 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:  
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**NEW MEXICO**  
GENERAL SERVICES DEPARTMENT

**REGISTRATION NOW OPEN!**

**2016 NEW MEXICO ADR SYMPOSIUM in Santa Fe**

When: **Wednesday, October 12<sup>th</sup>**  
**& Thursday, October 13<sup>th</sup>, 2016**

Where: **Santa Fe Community College**

Cost: **FREE**

For details and registration information [CLICK HERE.](#)

**[Resilience and Wellbeing for Conflict Resolvers](#)**  
**FREE ONLINE SEMINAR** (click on link to learn more)

WHEN: Tuesday, September 20, 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.

**ADR Training *in the works*:**

**[Conflict, Communication and Change](#)** (click on link to learn more)  
2-day class in Albuquerque: Wed, Sept. 21 & Thurs., Sept. 22, 2016  
2-day class in Santa Fe: Wed., Nov. 2 & Thurs., Nov. 3, 2016

**[40-hour Beginning Mediation Certification](#)** (click on link to learn more)  
5- day class in in Albuquerque: Mon., Dec. 12 – Fri., 16, 2016

Classes are **FREE** to state employees and space is limited.

If you would like to be considered for any of these classes or need more information, please e-mail us with your contact information and class preference at [adr.bureau@state.nm.us](mailto:adr.bureau@state.nm.us)



## FREE UPCOMING EAP WEBINARS FOR STATE EMPLOYEES

Date & Time	Class	Link to webinar
September 29 3:00 - 4:00 pm	<b>Elder Care Challenges and Solutions</b> Are you overwhelmed juggling care for your aging parent and work? Learn how elder care services and supportive community resources can aid you in caring for your aging loved one. Learn coping skills to reduce stress and take care of yourself while juggling work and care giving responsibilities of your aging parent.	<a href="#">Registration Link</a>
October 5 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>
November 10 3:00 - 4:00 pm	<b>Delegating for Results</b> Delegation is not a discrete activity that just pops up from time to time. It should be considered an integral element in strategic planning for the organization. Managers who delegate help an organization adapt to competitive environments, adjust for internal reasons (personnel change, expanding, or downsizing), and fulfill the organization's mission. Good managers necessarily learn how to delegate effectively. In this course, you can gain skills to make you a master of delegation.	<a href="#">Registration Link</a>
	<b>The following two recorded webinars and many others can be accessed here:</b> <a href="https://www.solutionsbiz.com/SONM/webinars.htm">https://www.solutionsbiz.com/SONM/webinars.htm</a> <ul style="list-style-type: none"><li>• Stress Management</li><li>• Customer Service</li></ul>	

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



# Why Train?

## The Importance of Training & Development in the Workplace

*by Shelley Frost, studioD*

Training employees helps them build confidence about their jobs.

Training presents a prime opportunity to expand the knowledge base of all employees, but many employers find the development opportunities expensive. Employees also miss out on work time while attending training sessions, which may delay the completion of projects. Despite the potential drawbacks, training and development provides both the company as a whole and the individual employees with benefits that make the cost and time a worthwhile investment.

### Addressing Weaknesses

Most employees have some weaknesses in their workplace skills. A training program allows you to strengthen those skills that each employee needs to improve. A development program brings all employees to a higher level so they all have similar skills and knowledge. This helps reduce any weak links within the company who rely heavily on others to complete basic work tasks. Providing the necessary training creates an overall knowledgeable staff with employees who can take over for one another as needed, work on teams or work independently without constant help and supervision from others.

### Improved Employee Performance

An employee who receives the necessary training is better able to perform her job. She becomes more aware of safety practices and proper procedures for basic tasks. The training may also build the employee's confidence because she has a stronger understanding of the industry and the

responsibilities of her job. This confidence may push her to perform even better and think of new ideas that help her excel. Continuous training also keeps your employees on the cutting edge of industry developments. Employees who are competent and on top of changing industry standards help your company hold a position as a leader and strong competitor within the industry.

### Consistency

A structured training and development program ensures that employees have a consistent experience and background knowledge. The consistency is particularly relevant for the company's basic policies and procedures. All employees need to be aware of the expectations and procedures within the company. This includes safety, discrimination and administrative tasks. Putting all employees through regular training in these areas ensures that all staff members at least have exposure to the information.

### Employee Satisfaction

Employees with access to training and development programs have the advantage over employees in other companies who are left to seek out training opportunities on their own. The investment in training that a company makes shows the employees they are valued. The training creates a supportive workplace. Employees may gain access to training they wouldn't have otherwise known about or sought out themselves. Employees who feel appreciated and challenged through training opportunities may feel more satisfaction toward their jobs.

<http://smallbusiness.chron.com/importance-training-development-workplace-10321.html>

**“If training is only a means to an end, what is the end toward which it strives? *It's performance.*”**

**- Dr. Robert F. Mager**