



FY17 – 2nd 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



Holiday Greetings
REGISTRATION NOW OPEN!
2017 ADR COORDINATOR TRAINING
in Albuquerque
When: **Thursday, January 19th, 2017**
[CLICK HERE](#) to register.

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 provide critical support to your organization's Loss Control Program).** We welcome new ADR Coordinators, as well as those who would like a refresher course. Come and learn about the ADR Process in State Government.
NEXT Training coming to SOCORRO in March 2017.



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

ATTENTION HR PROFESSIONALS: Attendees of the ADR Symposium on October 12 & 13, 2016, are eligible for up to 12 recertification credit hours toward SHRM-CP or SHRM-SCP requirements, and may use [this certificate](#) (*click on link*) in the credentialing process. Participants seeking HRCI (HR Certification Institute) credit are also encouraged to self-submit a request and include a copy of the [FULL PROGRAM](#) (*click on link*).

ADR Training *in the works*:

[Conflict, Communication and Change](#) (*click on link to learn more*)
2-day class in Albuquerque: Tue., Jan. 10 & Wed., Jan. 11, 2017 – if interested, [Apply Here](#) for consideration and to be added to wait list.
2-day class in Santa Fe: Tue., Feb. 21 & Wed., Feb. 22, 2017

[40-hour Beginning Mediation Certification](#) (*click on link to learn more*)
5-day class in Santa Fe: Mon., May 1st – Fri., May 5th, 2017
There is an expectation that graduates of this class will serve as mediators in our program. Interested? Complete the following form to get on the wait list: [Participant Commitment/Organizational Approval Form - 40-hr Beg. Mediation Training](#) (*click on link to learn more*) and e-mail to to adr.bureau@state.nm.us

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 at adr.bureau@state.nm.us with your contact information and class preference.



5 Strategies for Re-building Relationships and Resolving Differences

by Nan Valentine

Maybe it started with a comment or email message that struck a colleague the wrong way. Or perhaps you got that promotion, and a co-worker felt slighted.

Damaged workplace relationships and unresolved conflicts can cause a tremendous personal and productivity toll. If you have experienced one or more conflicts that disrupt the flow of work, you're not alone. In fact, a CPP Inc. study suggests U.S. employees spend an average of 2.1 hours each week dealing with such conflicts, at a yearly cost to employers of \$359 billion.

How can we regain some of that lost time, minimize the pain such conflicts create, and reduce these enormous costs? It starts with us:

Strategy #1: Own the Problem

Even if you think the "fault" lies with the other person, take ownership for resolving the conflict. Ask to meet with the other person. The longer both sides dig in, the greater the pain and productivity cost.

Strategy #2: Name the Conflict

As you meet, offer your view about the nature of the conflict. Focus on how you or others are impacted without blaming the other person. Example: Words that blame and inflame: You started the problem when you... Starting the sentence with "You" will immediately provoke a defensive response.

Example: Words that support conflict resolution: Thanks for agreeing to meet. I'd like to get your help resolving the conflict that has kept the two of us from working well together. This approach suggests the two of you can move forward as equal partners to solve the problem.

Strategy #3: Respect the Other Person's Viewpoint

Even if we aren't happy with someone else's action, we can remember that there is a reason the person took that action. There may be information we haven't considered.

Keep an open mind. Ask good questions, such as, What ideas do you have for resolving the problem? Listen to understand, and look for solutions that will meet the other person's needs as well as your own.

Strategy #4: Focus on the Relationship

As you think of outcomes you'd like to create as the conflict is resolved, make building a stronger relationship with the other person one of those outcomes. This is just as important as finding a concrete solution to a workplace issue. A stronger relationship will make it much easier to resolve any future workplace challenges the two of you may face.

Strategy #5: Forgive to Let Go of Past Grievances

Let's say you wonder if you can complete strategies 1-4 because the other person said or did something hurtful to you in the past. Staying focused on past grievances keeps us stuck in an unhealthy place. Even if the other person's past behavior did harm us, when we keep talking about it with others or reliving it in our minds, it is as if we give this person permission to keep harming us.

The way to move beyond this "stuck in the past" place is to forgive the other person. When I forgive, I don't excuse another person's bad behavior. I do, however, decide to take that burden off of my back. As I forgive, I allow the other person to own his behavior, and I allow myself the freedom to move forward without anger. This benefits me, and the positive ripple effect touches others in the workplace and at home.

Source:

<http://www.trainingassetsgateway.com/blog/view/Workplace-Conflict-Got-You-Down>



*Wishing you
a season of gladness,
a season of cheer,
and to top it all off -
a wonderful year.*

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<https://www.solutionsbiz.com/SONM/webinars.htm>