

NM



ADR NEWS

FY19 – 3rd Quarter

Encouraging Communication Through Mutual Respect ADR also means “A Dialogue Resource”

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) / NM General Services Department (GSD).

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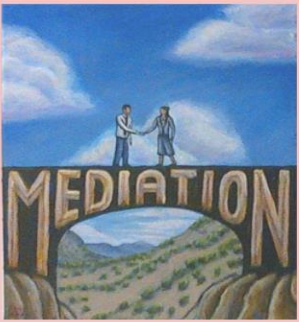
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NEW MEXICO
GENERAL SERVICES DEPARTMENT



If we don't change, we don't grow.
If we don't grow, we aren't really living.
~ Gail Sheehy



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

When the Mediation Feels “Stuck” – A Mediation Skills Workshop with David Levin

3-hour workshop in Santa Fe: February 21, 2019 [Click here to register](#)
This workshop will explore both how to avoid being stuck and, when needed, how to turn that same “stuckness” into an opportunity for moving ahead.
**Attendees must have completed a 40-hour Beginning Mediation course.

ADR Coordinator Training

1-day training in Santa Fe: March 8, 2019 [Click here to register](#)
This training is highly recommended for **designated ADR Coordinators** ([click on link to learn more](#)) representing state agencies or other state entities. 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.

40-hour Beginning Mediation Certification ([click on link to learn more](#))

5-day training in Albuquerque: April 8-12, 2019 Graduates of this class will serve as volunteer mediators in our program. Interested in this or a future class? 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 adr.bureau@state.nm.us

Classes above 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.



10 Tips for Dealing with Change Positively in Your Workplace

Many of us look forward to changes at work and we often have conversations with our colleagues about how things should be different, yet when things do change we are often terrified and feel uncomfortable. Change is inevitable and necessary these days in order for businesses and organizations to survive and thrive. Sometimes change can be imposed on us and with that may come changes to our immediate boss, team, work priorities and even changes to our role. So we must learn to overcome fear and embrace the changes ahead.

Why Do We Fear and Resist Change so Much?

We fear change at work for a variety of reasons. These fears are often associated with fear of failure, fear of success, fear of rejection, fear of criticism and fear of the unknown.

The growing research in neuroscience is proving the belief that “we are creatures of habit” to be very true. We like “certainty.” Certainty brings with it clarity and predictability, which can often come when change activates a threat circuitry in the brain. This can trigger powerful effects on our body and our emotions – which we refer to as “stress.” David Rock, author of the “Handbook of Neuroleadership” explains that uncertainty registers as an error, gap, or tension in the brain: something that must be corrected before one can feel comfortable again. That is why people crave certainty. Not knowing what will happen next can be profoundly debilitating because it requires extra neural energy. This can diminish memory, undermine performance, and disengage people from the present.

Tamar Chansky, author of “Freeing Yourself from Anxiety” says changes at work are among the top life stressors that one can experience. “How we thrive is through routine and predictability. It gives us a sense of control. When there are big changes, we are suddenly thrown into a state of uncertainty.”

Reorganizations, changes in management and changes in job responsibilities all can set off alarm bells as they may signal that one’s job is at stake. New management sets off a lot of different anxieties. Will I like my boss? Will my boss like me? Will I be valued for what I do? Will I have a say in decisions? Do I have to start from square one proving my worth, or will I be respected?

However, change does not always have to culminate in fear and anxiety. How well organizations handle the process of change and transition and how much we perceive we have control and influence over the change is key to managing the fear of change.

Therefore, it is perfectly normal to feel fear and be unsettled with change; it is human when we don’t feel totally in control and certain about the future. The unhealthy part occurs with inappropriate and unhelpful responses such as fighting change, presenting a negative attitude or ignoring its meaning. Intelligent, mature and driven employees will manage their fear and look for avenues to adjust to change and thrive in the new environment.

10 Tips for Overcoming Your Fear of Change at Work

1. Acknowledge the change.

The most important thing to do when change is happening in the workplace is to acknowledge it. Recognizing and accepting change is one of the first steps toward managing it.

2. Face your fears.

When you experience change, take some time for yourself. Writing down these fears in an objective form can stop you from dwelling on them. Go through each fear and write down what you would do if that fear came to pass. Knowing you have a plan can really help to defuse the emotional anxiety.

3. Confront your feelings and seek support.

Face your feelings about fear and the transition you are going through, especially when the change is imposed and beyond your control. You don't have to act as a victim, even when you are not in control. The best thing to do is to accept your feelings and then reach out to close colleagues, a partner, or loved ones and talk to them about what you are feeling.



4. Stop the fearful thoughts and replace them with something positive.

Fear can come from creating negative thoughts and scenarios in your head about what the future holds. Describing the change to yourself can be helpful. What do you see to be the negative aspects of the change? What impact does it have on you and your life? The moment you become fearful and have negative thoughts, stop them in their tracks and turn them into something positive. Ask yourself questions. In the past, when I handled change really well, what did I do? How did I handle it? What actions did I take that really worked for me? How did I deal with the change in my communication with others? How did I manage my mental health? Which personal attributes did I use to turn things positive? Was I patient? Rational? etc.

5. Be flexible and embracing of change.

Instead of hiding from your fear and trying to keep it away from you, be open and flexible to new challenges and tasks. Chansky says to approach change with an open attitude of learning. "Even if you don't like something new in the system, if you are flexible, people will want to work with you, and there is a greater chance of overcoming change. If you "rage against the machine," so to speak, no one is going to rush to have your back."

6. Be part of the change.

Adopt an attitude of anticipation and excitement. See change as an opportunity. Get involved in new committees and work teams. Be an influencer and driver of change. That way you will feel empowered and less fearful. See the positive in the way forward.



7. Communication, communication and more communication.

Communication is always important and especially when you face change. Part of the fear of change is the unknown. If the organization is not communicating change effectively, make it your business to be proactive in finding out more about what the change involves. Don't sit back. Talk to your boss, your boss's boss and your co-workers to get their understanding. Don't make these sessions negative. Ask constructive questions to find out meaningful information to help you understand better. Be aware that sometimes when talking to co-workers news can be distorted and can be mixed with gossip.

8. Reduce stress and anxiety.

In times of stress caused by change we may feel tired and engulfed. This is the time we need to focus on being strong, fit, healthy and resilient. To be resilient you need to be calm and in control so that you are able to make good, clear and rational decisions. Focus on your exercise and nutrition, breathe deeply and smile. This doesn't have to be extensive; 20-30 minutes of meditation, yoga or even walking to clear your head is sufficient.

9. Have a sense of meaning.

Take time to take stock of how valuable you are to the organization. Acknowledge your successes and the valuable skills and attributes you offer the organization. This is perhaps the time to make yourself more valuable. Research tells us that valuable employees typically get through changes unscathed, or even better than before.

10. Continue to do your work and see the big picture.

It is easy during times of reorganization to sit back and see what will happen tomorrow. It is easy to have the attitude that in some cases the work you're doing might change. However, remember that until you have a new direction you need to focus on achieving your designated goals and tasks. Remember that a great positive attitude should impress a future boss.

The bottom line is, change is inevitable for all organizations today, so you'll need to overcome your fear of it.

Change can be frightening and disruptive. However, with the right attitude, outlook and actions, you can find opportunities in that change.

Adapted from: <https://www.wmconsulting.com.au/articles/10-tips-for-dealing-with-change-positively-in-your-workplace/>

The Place Where We Are Right

by Yehuda Amichai

From the place where we are right
Flowers will never grow
In the spring.

The place where we are right
Is hard and trampled
Like a yard.

But doubts and loves
Dig up the world
Like a mole, a plow.
And a whisper will be heard in the place
Where the ruined
House once stood.