



**FY22 Quarter 3**

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

### NM Alternative Dispute Resolution (ADR) Bureau

We are a state Risk Management program that works with state employees and their agencies to access workplace mediation, communication-based training and alternative resources to workplace conflict. Our goal is to provide state employees an early resource to resolve conflicts in the workplace.

Visit our website at:  
<https://adr.gsd.state.nm.us>

Contact us at:  
[adr.bureau@state.nm.us](mailto:adr.bureau@state.nm.us)

**Mary Jo Lujan**

Bureau Chief

(505) 827-0444

[maryjo.lujan@state.nm.us](mailto:maryjo.lujan@state.nm.us)

**April McClellan**

Mediation Coordinator

(505) 827-0421

[april.mcclellan@state.nm.us](mailto:april.mcclellan@state.nm.us)

**Stefanie Ortega**

Outreach & Training

Coordinator

(505) 827-0576

[stefanie.ortega2@state.nm.us](mailto:stefanie.ortega2@state.nm.us)



**NEW MEXICO**  
GENERAL SERVICES DEPARTMENT



*“Peace is not the absence of conflict,  
but the ability to cope with it.”*  
~ Mahatma Gandhi



The ADR Bureau is now offering online mediation! [Click here](#) for a recorded Program Overview to learn about the free services we offer state employees.

### ADR EVENTS COMING SOON:

#### **Lunch & Learn: The Power of a Positive ‘No’**

**1-hour webinar (for all state employees)**

March 3, 2022 – [click here for details](#)

This presentation highlights differences between the easy and more difficult ‘no’, the traps we fall into and the practical application of a 3-step model.

#### **Confronting Lack of Accountability & Sensitive Conversations**

**3-hour online training (for all state employees)**

March 9, 2022 – [click here for details](#)

Join us to develop skills that address tough conversations people avoid because they aren’t sure how to approach sensitive and awkward situations.

#### **Professional Email Communication**

**1-hour webinar (for all state employees)**

March 24, 2022 – [click here for details](#)

March 29, 2022 – [click here for details](#)

This informative presentation covers basic email standards, secrets, tips and tricks for creating professional email.

#### **For Our Mediators:**

Watch your email for special invites to our monthly continuing education workshops. We hope to see you often!

**Classes above are FREE for state employees and space is limited.**



## Elevate Any Conversation with These 2 Words

by Julie Winkle Giulioni

Years ago, I worked with a colleague who had a knack – and reputation – for facilitating rich conversation, encouraging deep thinking, and supporting profound insights, progress, and development. Her secret weapon? Two words: ‘Say more.’

The first time I encountered (and benefited from) this simple prompt was during what I thought would be a quick conversation. I called my co-worker to express a brewing concern – something that wasn’t quite a problem, but I feared could become one. She paused for a moment, took a breath, and spoke those two words, ‘Say more.’ Expecting reassurance, validation, or a solution, I was surprised that the conversational ball was back in my court so quickly. But a half-hour later, I had thoughtfully explored the concern, generated a few possible next steps, and found a thought partner I would return to repeatedly over the next five years we worked together. And it all started with ‘Say more.’

Over the years, I’ve considered why these two words carry such power. Perhaps it’s the neutral way they invite more dialogue – without telegraphing or signaling any response. Without judgment. Without any effort to sculpt the response. Perhaps it’s because deep down we all crave sincere interest and attention from others. Perhaps we welcome the space for thought in our action-oriented world. Whatever the reason, ‘say more’ may be the two most powerful words that leaders, employees, parents – heck, everyone – can infuse into conversations.

Using this prompt creates the mental breathing room necessary for ideas to take form and be fully expressed. It allows ideas and feelings that might normally remain submerged to float to the top. It helps people tease out issues, opportunities, and the richness associated with concepts that might not yet be fully thought through.

### A Multipurpose Prompt

And here’s the real magic of ‘say more.’ It’s appropriate in nearly any context. For instance, ‘say more’ is a constructive response when you:

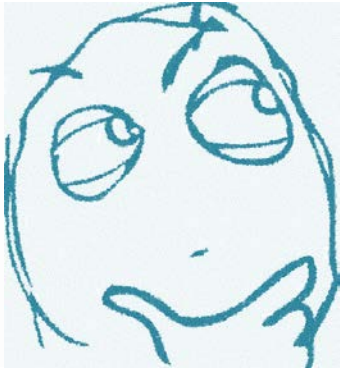
- Are genuinely interested in what the person is saying. It’s a great way to keep them talking and get more insights.
- Don’t understand. It’s a gentle way to invite others to create greater clarity.
- Feel defensive. It’s a verbal strategy that allows you to suspend emotional responses until you see the bigger, more comprehensive picture.
- Disagree. It interrupts possible knee-jerk reactions and offers greater context for a possible response.
- Sense sub-text. It’s the ideal response when you have that feeling that there’s more beneath the surface or messages that have not yet been expressed.
- Experience a disconnect between the words and the emotions. It’s a vehicle clarifying dissonance between what’s being said and how it’s being said.
- Are stunned, surprised, and don’t know what to say. It’s my ‘go-to’ strategy when I’m blown away by what someone has shared and need a moment to compose myself with an appropriate response.

# NM ADR NEWS

## A Prompt with Plenty of Paybacks

These two simple words – ‘say more’ – are likely the most flexible and useful verbal tools in today’s workplace. The benefits to those on the receiving end of this prompt are obvious. But it may be those using the prompt who gain the most from it.

‘Say more’ inspires an enhanced sense of curiosity. Just infusing this prompt into conversation allows you to build the muscle of wonder. Over time, it retrains the brain to be more focused upon and receptive to others so you can lead with inquisitiveness. It creates a wide-open space for creative idea play. And who knows... all of this just might lead to learning something new.



Yet ‘say more’ doesn’t only enhance one’s inner landscape; it enhances the outer landscape as well. These two words – when asked with genuine interest and the spirit of curiosity – have the potential to build stronger relationships. Inquiring into next-level thinking communicates care. It telegraphs respect. And it builds unbeatable trust – both within and outside of the workplace.

‘Say more’ distinguishes you as a leader, particularly in today’s environment where people frequently feel that they’re being marginalized and encouraged to actually ‘say less’. Creating the space for others to talk through their thoughts and feelings earns you a well-deserved reputation as someone to seek out when important ideas need to be explored. And the effective and sustained use of these two words ensures your ability to coach and develop others.

Finally, those who use the expression ‘say more’ will find themselves surrounded by a growing number of independent thinkers who are capable of drilling down and taking ideas to the next level. And this will certainly ensure richer and more productive conversations leading to mutual benefit in the future.

In today’s fast-paced, intake-overloaded, noise-filled world, people crave the opportunity and welcome the invitation to think more deeply and share more of what’s on their mind. And that invitation is as simple as posing a two-word prompt. Need I ‘say more’?

*Julie has lots more to say – especially about career development. Learn more about her new book, [Promotions Are So Yesterday: Redefine Career Development – Help Employees Thrive](#), scheduled for release 3-8-22.*

Original article found at: [Elevate Any Conversation with These 2 Words - Julie Winkle Giulioni](#)