

*THERE ARE NO PROBLEMS, ONLY  
SOLUTIONS*

*-JOHN LENNON*



Special Guest Speaker: Alternative Dispute Resolution  
Bureau, Basic Life Insurance Premiums paid by  
Agency, Library Trainings offered by Well Being  
Solutions, and HR Reminders

# ADR Bureau Program Overview

Presented by:  
ADR Bureau  
Risk Management Division  
State of New Mexico

# Our Mission:

Created by statute in 2007, the state Office of Alternative Dispute Prevention and Resolution promotes the use of alternative dispute resolution (ADR) by and within state governmental agencies as an efficient way to improve workplace relationships, save money and conserve state resources.



# Who Are We?

- ADR (Alternative Dispute Resolution)
- FREE workplace mediation
- FREE communication-based training
- Early resource to workplace conflict

# What is Mediation Through Our Program?

- Free
- Voluntary
- Confidential
- Informal
- An opportunity to have a difficult conversation facilitated by neutral, third parties

# Benefits of Mediation

- Self-Determination, collaboration
- Saves time & money
- Builds trust & restores positive workplace relationships
- Improves health & wellness
- Increases motivation, improves morale
- Reduces turnover
- Disruptive restructuring less likely to occur



# When is Mediation Appropriate?

- **NO** history of violence or threats of harm
- Formal process is not already in place
- Issue is relationship-based & parties have a desire to work through the problem
- Parties are competent & in control of their actions
- Parties have a clear understanding of what mediation can offer & its limitations

# Who Can Make a Request for Mediation?

- ADR Coordinator or Mediation Requestor
  - HR or Supervisor/Manager
  - Parties themselves
- 
- Role of the ADR Coordinator



# What Does Mediation Look Like? What to Expect?

- All parties sign the participation form(s)
- All parties agree to available dates
- ADR Coordinator submits request & signed form(s)
- ADR Bureau contacts available co-mediators
- ADR Bureau sets date & confirms details to all
- Surveys sent to all after mediation is complete

# Participating in Mediation Effectively

- Seek to establish trust with the other party
- Be willing to have an honest conversation
- Try to understand what the real issues are
- Be open to new ideas & options not previously considered

# Training Available Through the ADR Bureau

- *40-hour Beginning Mediation Certification*
- *2-day Conflict, Communication & Change*
- *1-day Conflict Resolution for Managers*
- *2-day Annual ADR Symposium*

## **Continued Self-Development for our Volunteer Mediators:**

- Mediator Practice Series
- Emotional Intelligence Workshop
- Ethics Workshop



# Consider Other Resources:

- Your agency's ADR Coordinator, Human Resources Bureau & General Counsel
- State Personnel Office
- Employee Assistance Program (EAP) (personal counseling & webinars)
- Equal Employment Opportunity Commission (EEOC) & NM Human Rights Bureau (HRB)

# Thank You!

OFFICE OF ALTERNATIVE DISPUTE  
PREVENTION & RESOLUTION

*“Encouraging communication through mutual respect.”*

Email: [ADR.Bureau@state.nm.us](mailto:ADR.Bureau@state.nm.us)

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



# Basic Life Insurance Premiums Paid by Agency

- ▶ Leave: Enter into SHARE
- ▶ Basic Life Insurance-Confirm each pay period that premium is deducted
- ▶ When NOT deducted correctly process an OPR Transfer



# Library Trainings offered by Well Being Solutions

## Guidance Resources

Well-Being Solutions ComPsych workshops provide valuable learning for employees and increase visibility and utilization of the Guidance Resources benefit. Topics are designed and written by our internal staff of psychologists and adult learning experts. These 45-60 minute programs are informative and engaging.





# Library Trainings offered by Well Being Solutions

## Webinars

- ▶ Live Interactive webinars  
.45-60 minute sessions
- ▶ Recorded Webinars
- ▶ 2020 Schedule posted on  
[www.mybenefits.com](http://www.mybenefits.com)
- ▶ Quick Healthy Recipes provided prior to Dinner and webinar events.

## Personal Development/Work-Life Topics

- ▶ COVID-19
- ▶ Communication Skills
- ▶ Parenting
- ▶ Older Adult Care
- ▶ Personal Development
- ▶ Resilience
- ▶ Legal And Financial
- ▶ Behavioral Health and Wellness
- ▶ Family and Relationships

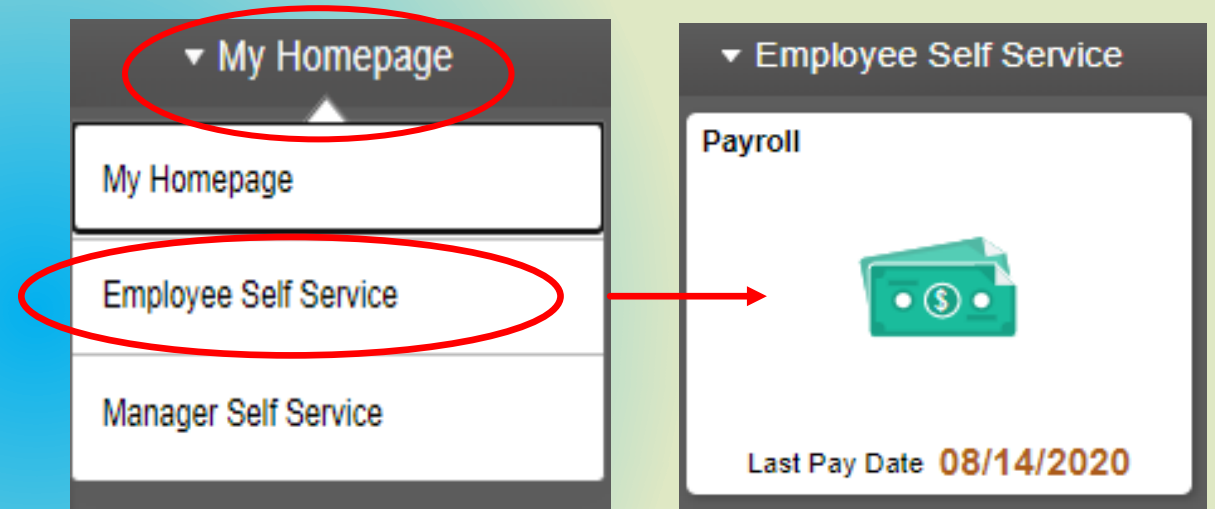
# HR-Reminders

❖ SHARE: Employee ID #'s

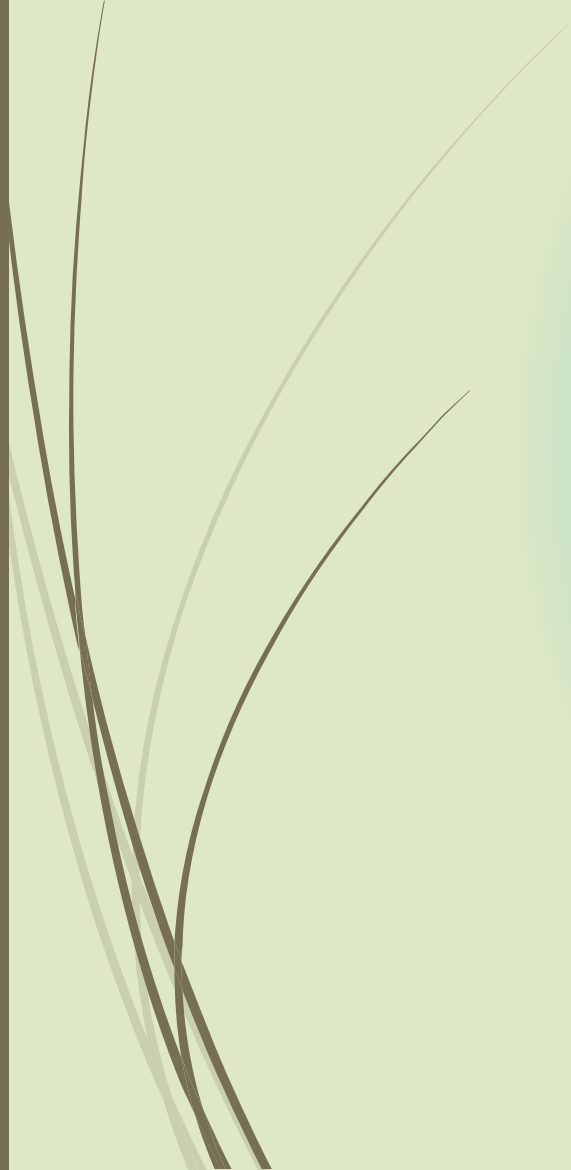
-Payroll Advice

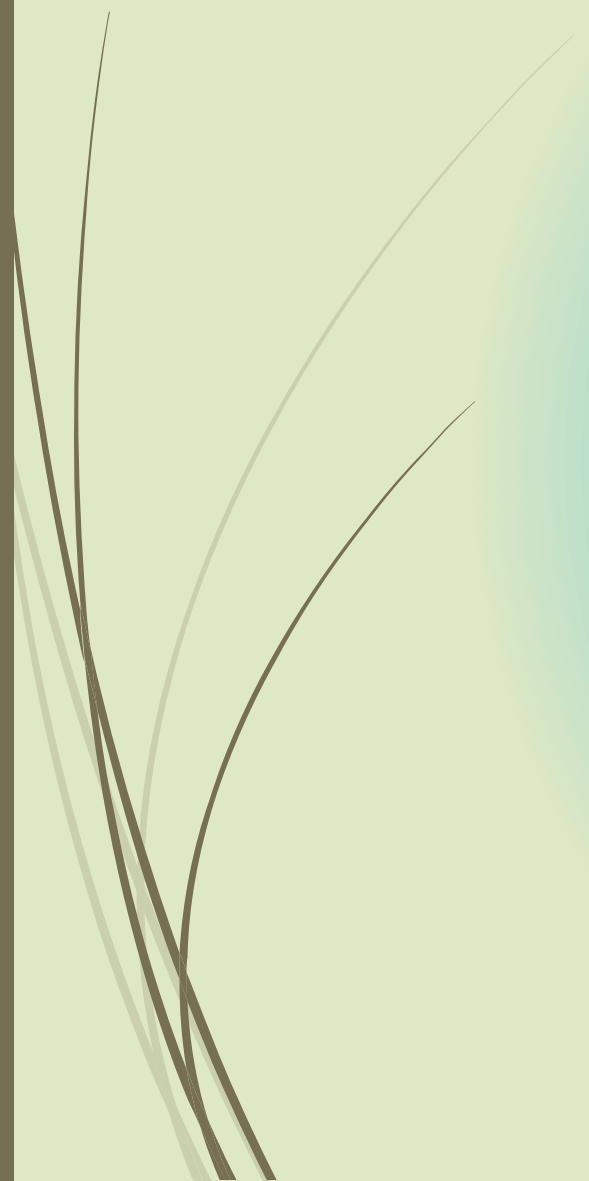
❖ SUGGESTIONS:

[-Reina.Espinoza@state.nm.us](mailto:Reina.Espinoza@state.nm.us)









*THANK YOU*



# Resources

- ▶ <https://adr.gsd.state.nm.us>
  - ▶ [www.mybenefitsnm.com](http://www.mybenefitsnm.com)
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