Individual Visits

The visit is a private conversation with a skilled neutral in which the visitor can think out loud about a workplace situation, gain clarity and perspective, and receive information about resources and possible constructive approaches. Afterwards, the next steps are entirely up to the visitor.

Scheduling a visit
UNM staff or faculty supervising staff can email: ombuds@unm.edu to schedule a visit.

The visit will be scheduled with the next available ombuds. There are two ombuds for UNM staff and faculty supervising staff: JoEllen Ransom and Anne Lightsey. We are expert neutrals knowledgeable about constructive approaches to conflict management and UNM policy and resources.

The visitor schedules to meet for at least an hour with an ombuds. Visits typically take place within a couple of days unless the visitor wants to come at a later date.

The visit
Visits are held over Zoom unless requested otherwise. The ombuds will send a private link to the visitor.

The visit will be confidential and begins with a review of ombuds confidentiality. An ombuds will not reveal the name of a visitor or any of the content of the conversation to anyone without the visitor’s permission unless the ombuds determines that there is a need to break confidentiality to address an imminent threat of serious harm. We support the visitor’s own efforts to build direct communication.

The visit is a conversation
The visit is an opportunity for the visitor to talk/think out loud about their workplace situation without being judged. This is a rare opportunity to have a neutral sounding board and a skilled listener with no agenda for you or your situation.

Once the visitor has said what they want to say about the situation, and the neutral ombuds has listened to the visitor, the ombuds can do the following:

- Help sort through a jumble of concerns to help the visitor identify what matters most and to identify the visitor’s priorities going forward
- Help the visitor to consider the perspectives of other stakeholders
- Coach the visitor on how to express concerns and ideas constructively
- Coach the visitor on available policies and resources for guidance in moving forward
- Help the visitor to evaluate options for addressing the visitor’s priorities in search of an approach with which the visitor feels comfortable