

Conflict Prevention and Resolution

If communication with each other doesn't work anymore, misunderstandings arise, and cooperation becomes exhausting, you should seek advice so that unresolved conflicts do not harden.

We strongly recommend not to deal with a problem alone for a longer time and to inform and consult other people at an early stage. The earlier conflicts are picked up and dealt with, the greater the chance that issues can be clarified, and collaboration be improved.

Confronting and talking about a problem early on can help identify if there is a need for a change in or agreement on how those involved work together. Conflicts should therefore also be seen as opportunities and drivers for change.

Here are contact options for you in case of an (arising) conflict.

If you are a doctoral candidate: please go through from option 1

If you are a master student or postdoc: please go through from option 2 or 3

1. The **Panel Chair** serves as a mentor for the doctoral candidate. To avoid conflicts of interest, the Chair's provenance is neither related to nor directly involved in the doctoral study. If conflicts arise during the doctorate, e.g. with the advisor or other aspects within the doctoral project the panel chair should be informed early on and asked for advice. The chair acts as the mediating person.
2. The **SICSS Office** is also available as a neutral person in addition to the panel chair. Please feel free to contact one of the SICSS-Team, with whom you feel comfortable talking about your issues.

3. **The UHH Conflict Prevention and Resolution team** advises all employees on how best to deal with conflicts or helps in situations that cannot be resolved without external support.
 - Individual counseling
 - Conflict moderation / problem clarifications with two people
 - Team clarifications / group mediations

---Appointments by arrangement---

Sonja Nielbock

E-Mail: sonja.nielbock@uni-hamburg.de

Welckerstraße 8, Room 5.14

20354 Hamburg

Tel. +49 40 42838-9780

4. **The ombudspersons** are available to you for advice and mediation in questions and conflicts in connection with good scientific practice. They work independently, are considered as impartial arbitrators and not bound by instructions.

---Appointments by arrangement---

Helga Nolte

E-Mail: ombudsstelle@uni-hamburg.de

Von-Melle-Park 5, Raum 3049

20146 Hamburg

Tel. +49 40 42838-3564 (Tue + Thu 10–12 and 13–16,

Wed by arrangement)