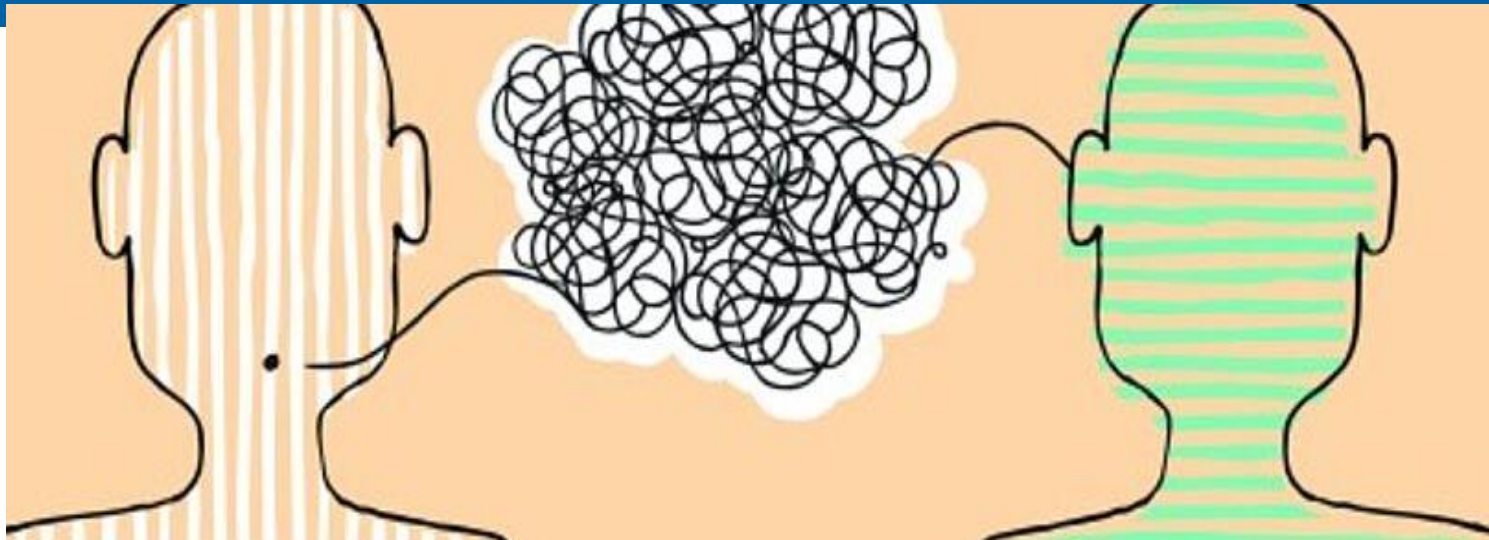


The Office for Conflict Counseling



[conflict resolution]

proper negotiation to reach a peaceful and constructive settlement

Offer

The Office for Conflict Counseling offers **all employees**

- free advice and support for problems related to their work.
- individual counseling
- support of teams

Setting

The conflict counseling is

- confidential,
- anonymous,
- free

A place of trust

- In the conflict counseling center, employees have the opportunity to address conflicts and problems of all kinds safely and without fear of negative consequences for them.
- A phone call or an email is enough and an appointment will be arranged as quickly as possible.

The role of the conflict advisor

- Everyone who has a conflict, also has a solution within her or him, but they are not yet aware of it.
- The job of the conflict counselor is to help the person seeking advice to discover this solution within themselves.

Networking

The cooperation with other offices and counseling institutions of the University of Vienna that deal with the topic "conflict" is an important part of the work in conflict counseling.

- Arbeitskreis für Gleichbehandlung
- Arbeitsmedizin und Arbeitspsychologisches Zentrum
- Beratungsstelle für Sexuelle Belästigung und Mobbing
- Betriebsrat
- Personalwesen und Frauenförderung
- Personalentwicklung
- Schiedskommission

Working Group for Equal Opportunities

Arbeitskreis für Gleichbehandlung

- The Working Group for Equal Opportunities is an institution with information, participation and control rights to promote equality between men and women at the University of Vienna and to prevent discrimination based on gender, ethnicity, religion or belief, age or gender sexual orientation.
- Students and all employees of the University of Vienna can contact the “Arbeitskreis”

Occupational medicine and occupational Psychological Counseling

Arbeitsmedizin und Arbeitspsychologisches Zentrum

All complaints that are associated with a disturbance of well-being at work can be a reason for occupational psychological counseling, including:

- Preventive and compensatory measures in the event of mental stress (e.g. stress, excessive demands, conflicts, crises),
- Raising awareness and promoting mental health through lectures, workshops and projects,
- Change and development of groups, teams, organizations from a psychological point of view,

Counseling center for sexual harassment and mobbing

Beratungsstelle für Sexuelle Belästigung und Mobbing

- The counseling center for sexual harassment and mobbing is open for all members of the university: employees in science and administration as well as students
- They can seek counseling if they are affected by bullying or sexual harassment, or to seek advice on what to do if someone else is affected in their environment (profession/study) at the University of Vienna.

Works Councils

Betriebsräte

- The works councils have the task of safeguarding and promoting the economic, social, health and cultural interests of the employees in the company.
- The works council has the right to monitor compliance with the relevant legal provisions and to request measures from the university management in all matters affecting the interests of the employees.
- The works councils are available to each and every individual in cases of conflict of any kind.

Service facility for human resources and the advancement of women

Personalwesen und Frauenförderung

- The service facility for human resources and the advancement of women offers advice to all employees and managers on labor law, social security and income tax issues, human resources development and gender equality issues within the framework of personnel administration, personnel development and the advancement of women.

Personnel development

Personalentwicklung

- The Personnel development accompanies and supports all employees with a wide range of measures from their admission to the University of Vienna until their departure.
- The package of personnel development measures includes a comprehensive seminar program, advisory, organizational and financial support for coaching/supervision, mediation and needs-based initiatives such as team and organizational development.

Arbitration Commission

Schiedskommission

- The Arbitration Commission is an independent expert body within the university. One of their tasks is mediating conflicts between members of the university.
- It is not an arbitral tribunal, so cannot formally "settle" disputes. It works exclusively informally and can conduct mediation.

Contact

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Appointments by arrangement

