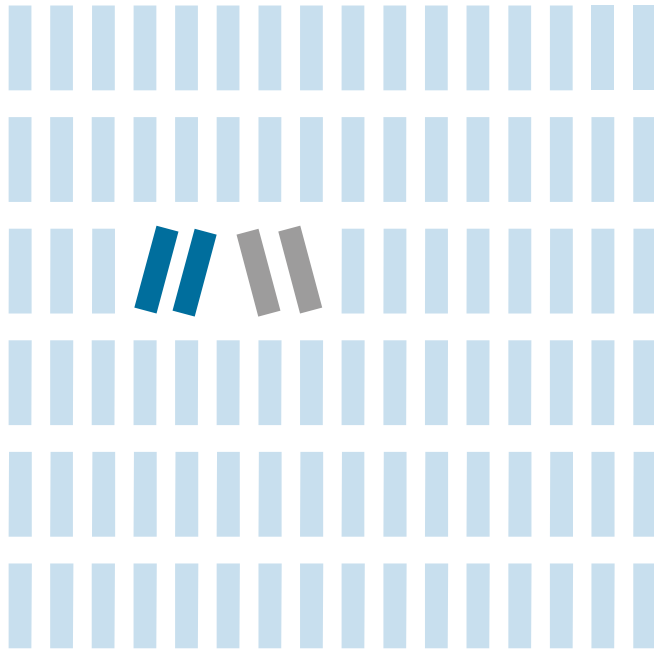


TRR 295 RETUNE OMBUDSPERSON



Counseling · Coaching · Mediation · Arbitration

in difficult situations
with problems and conflicts
to protect good scientific practice

WHY an ombudsperson?

Good scientific practice requires an open and trusting work atmosphere for the successful cooperation among all employees. An essential prerequisite is a thoughtful approach when addressing any problems and conflicts that may arise.

The ombudsperson supports the development of a sustainable conflict culture at the TRR 295. To prevent disagreements from becoming problems and keep misunderstandings from growing into potential conflicts, the ombudsperson provides professional advice for resolving problems early.

The ombudsperson is your contact in case of problems and conflicts which – despite your best efforts – you cannot resolve on your own. Also, in cases of suspected scientific misconduct, the ombudsperson helps to intervene, initiate appropriate steps and restore fair cooperation.

“ I would expect an ombudsperson to help overcome conflicts and address problems while they are still small. That saves time, strength and energy.”

—Andrea Kühn

“ I think that many people are more willing to address an irregularity or confront a superior when they know they have support.”

—Jens Volkmann

For WHOM?

All employees of the TRR 295 ReTune can request assistance from the ombudsperson.

WHAT does the ombudsperson help you with?

- Communication problems
- Career obstacles
- Disputes and conflicts in your team
- Difficult personal situations that impact your work performance
- Supervision problems
- Indications of mobbing
- Conflicts related to publications
- Questions of authorship
- Difficult access to research data
- Suspicion of scientific misconduct

HOW can the ombudsperson help?

- Sorting out problems
- Contemplating decisions together
- Preparing for difficult conversations
- Opening a dialog between parties
- Mediating between conflict parties

Possible Results

- Clarity about the situation
- Regained ability to act
- More confidence in making decisions
- Initial steps toward solving problems
- Improved working relationships
- Satisfactory solutions for all parties involved in a conflict

The Ombudsperson in Action

WHAT IS THE COUNSELING PROCESS?

You send an e-mail with your phone number to the ombudsperson.

The ombudsperson contacts you for a brief initial conversation and then schedules a **counseling appointment**.

During the **counseling appointment** you explain your situation and work with the ombudsperson to find solution strategies.

Depending on the specifics of your problem or the level of escalation of the conflict, you may then be able to **continue working on improving your situation on your own**

or

the ombudsperson continues to support you in a suitable format: coaching, dialog mediation, arbitration

or

the ombudsperson recommends a **specialized counseling service** on site, or involves other **external advisors** to help resolve the issue.

TYPES OF COUNSELING

The ombudsperson will work with you to select the right form of counseling for your specific problem and objective.

PERSONAL CONSULTATION

Together with your ombudsperson, you analyze your situation, discuss possible courses of action, and determine the initial steps of the further process. If required, you discuss what other forms of counseling might benefit you.

COACHING

You need support with a problem? In one or several sessions with your ombudsperson, you work on solution strategies, decisions and options for how to conduct yourself. You can, for example, prepare for difficult conversations or receive support with an upcoming decision.

DIALOG MEDIATION

The ombudsperson mediates a conversation on a difficult topic or with potential for conflict. The ombudsperson takes a neutral stance and supports both sides to achieve fair discussions and results. The presence of a neutral third party de-escalates and eases the situation, and brings objectivity to the conversation.

ARBITRATION

In cases of escalated conflict or opposing needs and interests of the parties, arbitration may be arranged. This process is more strictly regulated than dialog mediation and usually requires several sessions. It culminates in a concrete agreement between the parties.

In addition, the ombudsperson can put you in contact with **specialized counseling services**, if they are a better match for your specific concern.

The OMBUDSPERSON

professional – You are advised by an experienced mediation and coaching specialist.

independent and neutral – The external ombudsperson is not an employee of ReTune or Charité. She is not accountable to anyone.

confidential – All concerns and questions are kept in strictest confidence. The name of the person seeking advice and the content of the counseling sessions are not revealed.

free of charge – The counseling services of the ombudsperson are free of charge for employees of the TRR 295.

PLACE OF COUNSELING

Online via Zoom or Teams conference

Face to face in our counseling facilities in Charlottenburg

CONTACT THE OMBUDSPERSON

by e-mail (subject: ReTune).

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