



CONFLICT RESOLUTION

If one or more colleagues have a dispute, where at least one is emotionally involved, and they cannot solve it themselves, you can approach these people to support you:

- **A good colleague**, who can look at things from the outside
- **Your group leader**, who knows you and is bound by confidentiality
- **Your working environment representative**, who is bound by confidentiality
- **Your union representative**, who is bound by confidentiality
- **Your Head of Department**, if the conflict affects a large part of the Department
- **The HR partner**
- **AU's collaborator regarding psychological counseling**, if you wish to consult an external psychologist

REMEMBER:

- ✓ We see the world through different glasses
- ✓ Be curious as to why your colleague sees things differently
- ✓ Expect that your colleague wants a positive outcome
- ✓ Listen to the message behind the words