

## **Contact Points and Persons in Conflict Situations during Doctorates at Osnabrück University**

There are a number of procedures open to doctoral candidates and their supervisors for managing conflict situations which might arise as a result of the supervisor/doctoral candidate relationship. These procedures should be conceived of as incremental levels on a sliding scale of escalation management. As a rule, the conflicting parties should therefore make use of the lower levels of mediation first so that opportunities for resolving the conflict can be sounded out and used before the parties seek to access the highest and last level. All enquiries and cases of conflict that are brought to the attention of the relevant contact persons are treated confidentially.

### ***Level 1: Conflict Resolution between Supervisors and Doctoral Candidates***

The first level of conflict management between supervisors and their doctoral candidates consists in both parties attempting to resolve any conflict by engaging in confidential discussion. In order to prevent conflicts from escalating, difficulties and problems in the relationship between the candidate and supervisor or the doctoral team should be addressed at an early stage in order to clarify any misunderstandings and unresolved issues in good time and to explore potential resolutions.

### ***Level 2: ZePrOs Consultations Exploring Pathways to Conflict Resolution***

For doctoral candidates facing conflict situations, ZePrOs offers individual consultations on methods and strategies for conflict resolution and also offers the possibility of accompanying doctoral candidates – where necessary – through the process of conflict resolution (preparation and follow-up of conflict resolution meetings). This service also includes preclarification of conflict situations and, with the approval of the person seeking advice, referral to other services.

[Contact Person at ZePrOs](#)

### ***Level 3: Consultation and Conflict Mediation by Contacts in the relevant Schools***

If a conflict between the supervisor and the doctoral candidate cannot be resolved by private conversations between the two parties, they can approach the respective contact person in their school. This person will advise the conflicting parties and assist them in finding a resolution. All enquiries and conflict situations addressed to the contact person in the school will be treated confidentially.

[Contact Persons in the Schools](#)

***Level 4: Consultation and Conflict Mediation by the University's Board of Arbitration for Conflicts arising during Doctorates***

If it has not been possible to resolve the conflict in the course of the three previous levels or if these incremental steps were not taken for pressing reasons, then supervisors and doctoral candidates can turn to a university-wide board of arbitration. The university's board of arbitration for doctoral conflicts offers advice to the conflicting parties and can function as an intermediary – insofar as this is desired by both parties – which can mediate between them and work towards an amicable resolution to the conflict.

[Guidelines and Contact Persons at the Board of Arbitration](#)