

# Steps for Support

In an ideal society, conflicts would be resolved through direct conversations - but unfortunately, we're not quite there yet. You don't have to face this alone!

**The Flowchart** outlines the steps you can take after experiencing or witnessing a discriminatory or boundary crossing incident. It provides an overview of possible actions and consequences. The points of contact (at student, institute and university levels) differ in their competencies, confidentiality, and achievable outcomes.

It's important to note that you are not obliged to choose a specific course of action. The decision should be based on the individual needs of the person concerned and take into account whether they wish to address the conflict openly. Furthermore, depending on the incident and the cooperation of the responsible authority, the listed possible consequences cannot always be guaranteed.

Of course, you can always turn to any employee you trust for help! We will try to support you as best as we can!

## I can / want to solve it by myself

I would like to tell the person personally that their behavior is discriminatory/inappropriate.

### Possible Actions:

- send an e-mail
- make a phone call
- use the consultation hours

### Possible outcomes:

- + addressing personal incidents and thereby enabling direct reflection
- + discussion and apology possible
- negative consequences possible due to open conflict

I would like to inform the person anonymously that their behavior was discriminatory/inappropriate.

### Possible Actions:

- use the course evaluation form

### Possible outcomes:

- + potential reflection on problematic behavior or teaching content
- + evaluation forms can be viewed by the institute committee (Archive)
- no addressing of specific, identifiable incidents possible
- no direct dialogue possible
- not all instructors conduct evaluations

