

Conflict resolution



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In most cases the mentoring relationships are positive and constructive. However, that's not always the case! If there is stress between you and your mentoring partner, don't fear. The Intercultural Mentoring Team will always support and help you to find a fair and constructive solution for conflicts. Here are some first tips that might be helpful if you're going through a difficult time in your mentoring partnership!

What if...

...my mentoring partner does not come to our meeting?

Be communicative of what your expectations from your partner, such as the importance of your partner being on time or to cancel the meeting in advance. To give your mentoring partner a bit a motivation, you can remind them the value and advantages of the Intercultural Mentoring Program. If that doesn't work, feel welcome contact us so we can help you!

...my mentoring partner is cold and/or unfriendly?

Ask yourself what's triggering you. Is there a specific remark that was made that bothered you? Maybe a statement your mentoring partner made that rubbed you the wrong way? If so, do you have any idea why it bothers you? Is it something that you can change or that you can live with? If it is something that you can change, e.g. if you have the impression that your mentoring partner treats you in a disrespectful way, then talk to your mentoring partner directly. If you can not solve the problem, please contact us!

...my mentoring partner asks me questions that I don't want to answer?

You don't have to answer every questions! If you don't want to respond to a question, explain you mentoring partner why. E.g. tell him or her that it his or her question is too personal or that you want to respect the privacy protection.

Mentoring

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What if...

...my mentoring partner asks me questions that I can't answer?

You don't have to know everything. Either as a mentor, or as a mentee! Sometimes it also helps to advise your mentoring partner to speak or get in contact with someone you know might have an answer. This might be a specific person or a qualified institution. If you don't have an idea, just say that you don't know- it's far better than giving wrong information or information that isn't relatable/valuable.

...there is a conflict?

When conflicts arise in mentoring process, there are eleven "rules" you and your mentoring partner should be aware of to find a solution that is satisfying for both of you:

1. Respect each other
2. Find common ground
3. Take notes of your needs, wishes and concerns
4. Rephrase the problem or issue
5. Find a solution that works for both of you
6. Stay flexible and have alternatives in your mind

7. Be positive
 8. Solve the problem together
 9. Cross out the word "but" from your vocabulary
 10. If your approach doesn't work, change something
 11. Take a deep breath
- ...and if all else fails, get in contact with us!**

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