

# Conflicts and disputes - procedure of handling conflicts and disputes among staff members

## Procedure of handling conflicts and interpersonal difficulties

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### Content

Positive and safe study and working environments require a culture defined by respectful behaviour and friendly communication. Unresolved conflicts adversely affect the study and working environment. Minor conflicts ought to be resolved quickly so they do not escalate into major conflicts. This procedure outlines how AAU handles conflicts when they arise.

### PROCEDURE

All staff members and managers are obliged to prevent and handle conflicts and interpersonal difficulties. Furthermore, all staff members are expected to support collaborative interpersonal work relationships.

If you notice early signs of a conflict or interpersonal difficulties:

- Try to solve the issue through dialogue with the parties involved before it escalates.
- If talking to the parties involved does not help, contact your union representative, your trade union organisation or your occupational health and safety representative to get advice on conflict resolution.
- If you are not able to resolve the conflict quickly, contact your immediate manager so they can help resolve the conflict.
- If you are unable to have a dialogue about the conflict with the parties involved or your immediate manager, you can contact Dansk Krisekorps for personal counselling and advice on how to initiate constructive dialogue.
- If your immediate manager is party to the conflict or interpersonal issue and you are unable to solve it through dialogue, you can contact your immediate manager's manager. In conjunction with the parties involved, the manager will try to mediate the dispute.
- The manager may decide to involve consultancy services from an external partner. AAU has made a [cooperation agreement with the Danish Centre for Conflict Resolution](#).

Information on what is expected of you as a staff member in a public institution is available in the 'Code of conduct in the public sector'.

## **Origin, background and history**

Approved by HSU 13th of February 2019

## **Contact and responsibility**

If you have any questions on the above, please contact [Camilla Vinther Sørensen](#) or [Camilla Skjødt Jakobsen](#).