

# LET'S TALK

Special stress situations occur again and again: whether in work contexts, in studies, in doctoral studies or in further qualification phases. As an employer and/or supervisor, you may notice changes or stresses in employees and supervisees. At the same time, however, it can be challenging to deal with such situations. This guide supports you in seeking out the conversation and offering assistance. In addition, the philGRAD Graduate Academy will be happy to answer any questions and/or provide support.

Dr. Simone Brandes is a trained coach and certified Mediator as well as a Mental Health First Aider. She offers regular supervision of stressful counseling sessions.

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#### More Information and Advice

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## Counseling in stressful situations

A guide

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# Options for action and conversation guidelines for counseling in stressful situations

My role(s)

## My role(s) as an employer and/or supervisor

**Goal:** Awareness of my own role(s) and my associated motives, goals, and values.

### Possible questions to ask myself:

- What responsibility(s) do I have in my different roles?
- What is important to me in my personal interactions with supervisees and/or employees?
- Can I guarantee confidentiality?
- Can I ensure neutrality also in the context of a possible evaluation of work performance and/or qualification work?

2. Reponse options

### I decide to act myself.

I talk to the supervisee and/or employee myself.

### I decide not to act myself.

1) I refer to helpful offers and facilities

or

2) I ask another suitable person in the immediate environment (e.g. department/team members, guidance counselor, etc.) to talk to the person concerned.

## How do I proceed?

### I address the person and:

- I clarify the reason for the conversation and
- I make an offer for a conversation.

Supervisee and/or employee **refuses the conversation.**

**Passing on the handout** with support/advice institutions and contact persons

**and/or** if necessary, initiation of a conversation between alternative partners and the person concerned.

### We arrange a meeting date.

#### Formulation aids:

- We can make time for this right now if you would like.
- What do you say we meet for lunch/coffee on xxday and talk about everything?

#### Planning of implementation:

I create a confidential setting and make time. I make sure that no disturbances happen (phone on silent mode, „Do not disturb“ sign for the door, ...).

## How do I conduct the (counseling) meeting?

### Adopt an attitude that is conducive to conversation (empathetic, neutral & responsible).

- I enter the open-ended conversation and am open to the situation.
  - I respect the perspectives, feelings and individual solution(s) of the other person.
- **Implementation:** I listen actively, let people finish and ask open questions (no leading questions).

#### To begin:

##### Formulation aids, such as:

- Mr./Mrs. XY, I have noticed for a while that ...
- I have the impression/feeling that you are not well.
- You told me that ... I would like to talk to you about that.

### Let the person(s) know these important general conditions:

- Emphasize confidentiality of the conversation.
- Remove fear that the conversation will influence the evaluation of the work.
- State one's own motivation for the conversation (e.g., concern) and express willingness to help.

### In further conversation:

- Address the problem clearly and empathically depending on the situation.
- Do not be afraid to express the specific concern.
- Ask questions about how the affected person is feeling.
- Ask about the level of stress of the affected person(s).
- Ask the person concerned which approach they have already taken and/or whether they need help.
- Draw attention to possible offers of help or counseling.
- Encourage the person to accept helpful offers.

4. (Counseling) Meeting

## How do I close the conversation?

- Agree on the next steps (seeking help, making appointments with contact persons, ...).
- If necessary, pass on the handout with supporting/counseling institutions and contact persons;
- If necessary, plan a further meeting.

## **Initial/crisis interview, counseling in case of psychological crises**

**Psychological Counseling of the Heinrich Heine University** at the Student Services, SSC-Building 21.02  
Email: [psychologischeberatung@hhu.de](mailto:psychologischeberatung@hhu.de) or open office hours  
Tuesdays 10-12, Thursdays 10-12, **Phone: +49 211 81 12223**,  
[www.hhu.de/psychologischeberatung](http://www.hhu.de/psychologischeberatung)

Antje Weisgerber, **Phone +49 211 81-15470**

Dr. Iman Askari, **Phone: +49 211 81-11582**

Psychological counseling, no psychotherapies; also group offers; confidential setting; free of charge for HHU students and doctoral researchers

### **Psychological employee counseling**

M.Sc.-Psych. Nisrine Nab-Bach (Psych. Psychotherapist)  
Room 23.03.00.45, **Phone: +49 211 81-10550**,  
<https://www.psychologie.hhu.de/psychotherapeutische-institutsambulanz/mitarbeiterberatung>

### **ASTA - Life and conflict counseling**

once a month on Fridays from 1 p.m. -5.30 p.m.

free half-hour conflict counseling

Registration and appointment requests:

**Phone: +49 211 81-13281** or e-mail: [sekretariat@asta.hhu.de](mailto:sekretariat@asta.hhu.de)

with subject line „Lebens-und Konfliktberatung“,

<https://asta.hhu.de/beratung-service/counseling/life-and-conflict-counseling/>

### **Help around the clock/Emergency numbers**

Police 110, Fire department 112

Nationwide standardized number for the  
**medical on-call service** (free of charge):

Phone: 116 117 (without area code)

### **Telephone counselling in Germany**

Phone: 0800 1 11 01 11 or 0800 1 11 02 22

### **LVR Clinic Düsseldorf - Emergency Outpatient Clinic**

Phone: +49 211 922-0 (Central phone)

Phone: +49 211 922-2801

Bergische Landstraße 2, D-40629 Düsseldorf

**Help with mental illness  
Clinical Institute for Psychosomatic Medicine  
and Psychotherapy**

University Hospital Düsseldorf (Building 15.16)

Moorenstraße 5, D-40225 Düsseldorf

**Phone: +49 211 81-18855** (Patient secretariat Mrs Arnold)

**Outpatient Clinic of the Department of Psychosomatic  
Medicine and Psychotherapy**

LVR-Klinikum Düsseldorf, Clinics of the Heinrich Heine

University Düsseldorf, House 18, Bergische Landstraße 2,

D-40629 Düsseldorf, **Phone: +49 211 922-4710**

(Patient secretariat Mrs Pfleging, Mrs Olbermann)

**Psychotherapeutic Institute Outpatient Clinic  
of the Heinrich Heine University (PIA)**

**Cognitive-behavioral treatments**

Graf-Adolf-Straße 63, D-40210 Düsseldorf

**Phone: +49 211 81-13529**, Mondays-Thursdays:

9 a.m.-12 p.m. und 1-5 p.m., Fridays: 9 a.m.-1 p.m.

E-Mail: [pia2@uni-duesseldorf.de](mailto:pia2@uni-duesseldorf.de), <http://pia-duesseldorf.hhu.de/>

Required: insurance card; costs are covered by statutory health insurers and most private insurers at the request of the psychotherapist.

**State capital Düsseldorf**

**Social psychiatric service of the health department**

Kölner Straße 180, D-40227 Düsseldorf

**Phone: +49 211 89-95391** (Central phone)

Counseling is free of charge and confidential

No therapies, further referral if necessary

<https://www.duesseldorf.de/gesundheitsamt/psychische-erkrankungen/spdi.html>

**Pastoral care**

Stefan Wißkirchen, pastor of the Catholic

University Community (KHG)

Chaplain: Nils Wiese, **Phone: +49 211 93492-0**

Prof. Dr. Nicola Stricker, pastor of the Evangelische

Student Community (ESG), **Phone: +49 173 6167874**