

Medizin Mobil Conflict Management Concept

Part 1: In Case Of Problems.

Problems could always occur, especially in the beginning of your stay in Germany, when much is new and the mood might swing from good to bad in a short time. Medizin Mobil wants to make sure its employees always have a way to address such problems in a fair, constructive and civil way. You will have also somebody to whom you can report any problem concerning your job, accommodation, relationships with colleagues, bureaucratic matters, etc. We will try to sort the problems as soon as we can and to find the best solution possible. It is not always possible, but we are doing our best. In any case, your problems/complaints would be assessed and processed by us in no longer than 3 weeks, even though delays not dependent on our will might occur, if such processes have to be ruled elsewhere (like a city office, embassy, etc.). The important is communication, tell us about your problems as soon as they happen, otherwise the longer it takes, the bigger will be your problem. Keep in mind that everything you are experiencing in the first 6-9 months is amplified, things which wouldn't have been a problem at home, are now one, because of the stress and fear to make it. We know how it feels and we are there to help!

Part. 2: In Case Of Problems With Your Job.

- If your problems have to do with your contract, you can ask your PDL (Pflegedienstleiter) or your Recruiter mr. Nicola Pilotto. Even if you have read it 1000 times, some part could be still obscure or some rules might escape the logic (you are in Germany after all!). Don't hesitate and contact one of us, don't ask your colleagues, because they might have any better knowledge and most of the times they are just curious to check how much do you earn.
- If your problem have to do with working hours, duties, patients, etc. ask your PDL. You can contact her/him per email or telephone, we always prefer such questions to be done face to face, that's why their door is always open. Colleagues who speak your language are available by appointment to translate eventual difficult matters with your PDL.

Part 3: In Case Of Problems With Your Colleagues.

- If you have a problem with a colleague in particular, common sense is always to talk to the colleague first, going straight away complaining to your supervisor might create even more conflicts.
- If that doesn't help, contact your PDL and report the problem. Privacy and discretion will be guaranteed, but a meeting with all the parts could be ideal to sort things out.
- Avoid report the problem to your colleagues, as they could report their "personal" version to other colleagues or supervisors, creating a more difficult situation.
- We really try to avoid moving people from a department to another because of problems with colleagues, that will be our very last resort, dialogue, comprehension and compromise will be the key.

Part 4: In Case Of Problems With Your Accommodation.

- If you have a problem with some furniture or something broken in the flat, please report to the recruitment office. We will report to our maintenance, which will sort the problem out as soon as possible for free. Our maintenance does its best, as they also have to maintain our 3 care homes and 4 offices, so it may take some time. In Germany problems to the electric plant, water pipes, heating and fixtures are liability of the landlord, which is not us, we just have to report to it, the waiting time doesn't depend on us. Don't report straight to the maintenance, as it will mess things up with their agenda and make the time longer.
- If you have problems with your flat mates report them to the recruitment office. Keep in mind that the best solution is always to talk to them before reporting and we will intervene only in very bad situations. We are not allowed to take parts and usually have to find solutions which are "bad" for everybody. You are all supposed to be grown-ups and to be able to live together. In no case we move people from a flat to another because of conflicts with their flat mates, a part of threatening things or people, getting drunk and aggressive, renting the room to third parties.
- We try to avoid mixed flats, as they brought to some annoyance back in the days, but that's not always possible as we might not have enough people of the same sex to fill a flat. In that case priority of a same sex flat will be given to married people. If a future same sex flat will be possible, you'll be asked if you wanted to move, but that will be your choice.

Part 5: In Case Of Bureaucratic Problems:

- If you have problems with your payslip, ask your PDL, the recruitment office or our accountant, don't ask your colleagues, they don't know anything and just want to snoop into your salary!
- If you have problems with the foreigner office or any of the German offices, ask your recruiter, most of the problems you are having, had already occurred before!
- If you have problems with the German embassy before coming to Germany, report to your recruiter, especially if it starts behaving erratically, we could always contact it.
- If you have problems with other contracts, not connected to your job and you want to better understand them, ask your recruiter.
- Always report us the post you get (if they are from German bodies or offices of course!) not to miss important appointments or communications.

Part 6: Final Considerations:

- In case of conflicts there are always 2 or more versions of the subject, learning to compromise is vital to live in a foreign country.

- Racism and Xenophobia have no place in Medizin Mobil, if you feel discriminated report it immediately to your recruiter.
- Misunderstandings are the most common cause of conflicts, try always to understand the other side before starting a formal complaining.
- If the job is getting too hard or tiring, report it immediately to your PDL! German philosophy is “don’t fix it till it’s broken” that’s why, as long as you are not telling anything, they will assume everything is in order!
- If a problem gets too big and your employer can’t fix it, you can always count on your embassy in Germany for a help. Before leaving to Germany, inform you about the contacts and location of your embassy.
- German offices can be sometimes very unpleasant, there’s no solution to that!

Contacts and Hours:

- Recruitment Office Herr Nicola Pilotto
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(+49) (0)511 545 35 107 mob: (+49) (0)176 18 26 59 43
Monday – Thursday 08.00 – 17.00; Friday 08.00 – 14.00;
- Your PDL
Ask for the contacts on your first day of job.
Monday – Friday 07.30 – 14.30
- Accountants:
Daniel Eberhardt: eberhardt@medizinmobil.com
Monica Woszczak: woszczak@medizinmobil.com