

Social counseling. Identifying. Understanding. Changing.

For employees and managers at the
Mercedes-Benz Bank Service Center.

Non-bureaucratic and confidential
Master occupational problems
Eliminate mental stress
Rehabilitate health
Resolve conflicts
Manage personal problems
Prevent bullying
Gain psychological stability
Reduce general burdens
Short-term and individual help
Balance job and leisure times
Overcome fears
Independent and neutral
Support of self-management
Prevent burnout
Inhibit depressions



Dear colleagues,

Every one of us can at some point encounter a difficult situation at work or in our private life. As we deal with such situations, whether they are professional or private, we can count on help from the social counseling service of Immanuel Dialog. Beratung für Mensch + Organisation (Immanuel Dialogue. Counseling for individuals and organizations).

This external counseling service is anonymous and free of charge, and it can be accessed without having to take time off from work. The talks are confidential and subject to the law of professional secrecy. During its weekly office hours, the service at the Mercedes-Benz Bank Service Center is open to all of our employees. In addition to offering counseling during periods of crisis, the service also provides expert information about family and personal issues that commonly occur in daily life.

Areas of social counseling

- Psychic stress in the workplace
- Conflicts with colleagues and supervisors
- Work-life balance, burnout and signs of stress
- Alcohol problems, drug abuse, compulsive gambling
- Personal and family crises
- Organizational problems (e.g. childcare, caring for family members)
- Debts, social exclusion
- Crisis intervention, grief, fear, criminality

Goals of social counseling

- Identifying stress factors
- Understanding causes
- Jointly developing steps toward a solution
- Planning and implementing change
- Improving the handling of problems that cannot be changed

Further counseling

If you have a special need for counseling, the service will be happy to transfer you to one of its 16 counseling centers in Berlin and Brandenburg. These centers will provide you with support in the following areas, among others:

- Educational guidance and family counseling
- Counseling regarding pregnancy and unwanted pregnancies
- Individual and couple counseling
- Counseling for immigrants
- Counseling on housing issues

There are many different kinds of stress factors, and they have a wide reach. That's why every counseling process is designed to fit the individual and address problems comprehensively.

Contact

Advisor: Heike Brendel, psychologist

Office hours: Tuesdays from 10 a.m. to 2 p.m.,
Room 12B.16

Please make an appointment for a counseling session by phone, by e-mail or directly on the online calendar.

Phone: (0 30) 8 05 05-811

Mail: dialog@immanuel.de

Online-Calendar: <http://dialog.immanuel.de/leistungen/online-anmeldung/mercedes-benz-bank/>

The social counseling program is managed cooperatively by

Mercedes-Benz Bank

and

IMMANUEL DIALOG
Beratung für Mensch + Organisation