



## What does the counseling service by Corrente offer?

The following services are available to you:

- free-of-charge counseling on personal and work-related issues
- support with solving day-to-day queries
- access to psychosocial counseling close to your home or work
- management counseling

The solution-focused and resource-oriented counseling can help you address occurring queries and problems quickly and efficiently. Call Corrente and talk immediately to a counselor or set up an appointment at a time that suits you best.

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## Can I only reach out to the counseling service with big problems?

No, you can call just as well with minor worries and questions. It is not advisable to wait until a small problem has become serious. Get input, another perspective and expert support to find a solution more quickly.

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## How can the counseling service help you with complex problems?

Telephone-based counseling is quite often sufficient. But sometimes it is just a start. During counseling, you will get the help that suits you and your situation best.





## Confidentiality

When you or your close relatives reach out to Corrente, it is strictly confidential. Corrente's entire staff is bound to maintain confidentiality. There is only one exception: If the life or health of anybody is at immediate risk, Corrente has to seek external help. In order to ensure quality and the best counseling service possible, counselors may consult cases with each other. However, no information is given to external parties.

During counseling, personal data is collected. This will be treated with confidentiality and according to the guidelines of the GDPR/DSGVO. More information on data protection is available at [www.corrente.de/datenschutz](http://www.corrente.de/datenschutz). However, if you wish, to stay anonymous during counseling, you may do so. Just say so at the beginning.

The CAU receives an anonymized standard report by Corrente from time to time. Please be assured that these anonymized figures do not allow for identification of individuals..





## With which issues can you turn to the counseling service?

You may contact the counseling service with any question that weighs on your mind!

These are some examples of common topics:

- change
- preparation for important conversations
- parenting
- stress management and resilience
- over- and underchallenging situations
- communication difficulties
- conflicts
- healthy lifestyle
- job perspectives
- threat of unemployment
- transition into retirement
- return to work
- addiction
- relationship problems
- family problems
- separation and divorce
- coping with illnesses
- grief
- depression
- anxiety
- life crises
- financial problems
- reconciliation of work and family



## Stay on course in turbulent times

... to keep life in balance. The counseling service can support you to keep your life balanced.

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## Who is your counselor?

The service is provided by Corrente on behalf of the CAU. Corrente is an independent company with longstanding experience in counseling in a work-related context. From their main office location in Kiel, Corrente offers counseling, coaching and support all around Germany and Austria. You can turn to the counseling service with all challenges related to family, work, finances, personal topics and other day-to-day queries.

In our daily lives, we make many decisions. We do this often under stress and time pressure, not only at work but also in our personal lives. Corrente helps you actively shape your life and manage the daily challenges in a constructive and self-confident way.

## Access to the counseling

Corrente's staff of professional counselors is available to you – in emergencies 24/7 – under the following telephone numbers. You can also contact Corrente online via e-mail or chat.



From Germany: **0800 321 2345**  
From Austria: **00800 32 123 456**



From any other country (toll): **+49 431 895 19 32**



Online counseling:  
<https://corrente.beranet.info>



**info.corrente.de**  
username: caukiel password: caukiel



**Corrente App**  
access code: NGBG8S

Or use the QR-code and immediately make an appointment via the appointment management system.



## Who is entitled to the counseling service?

The service can be used by employees covered by collective agreements, professors and other public officials with a work contract at the CAU. Partners and family members living in the same household can also make use of the counseling. It is possible to request counseling in other languages as well.

You can find more information at  
[www.gesundheitsmanagement.uni-kiel.de](http://www.gesundheitsmanagement.uni-kiel.de)