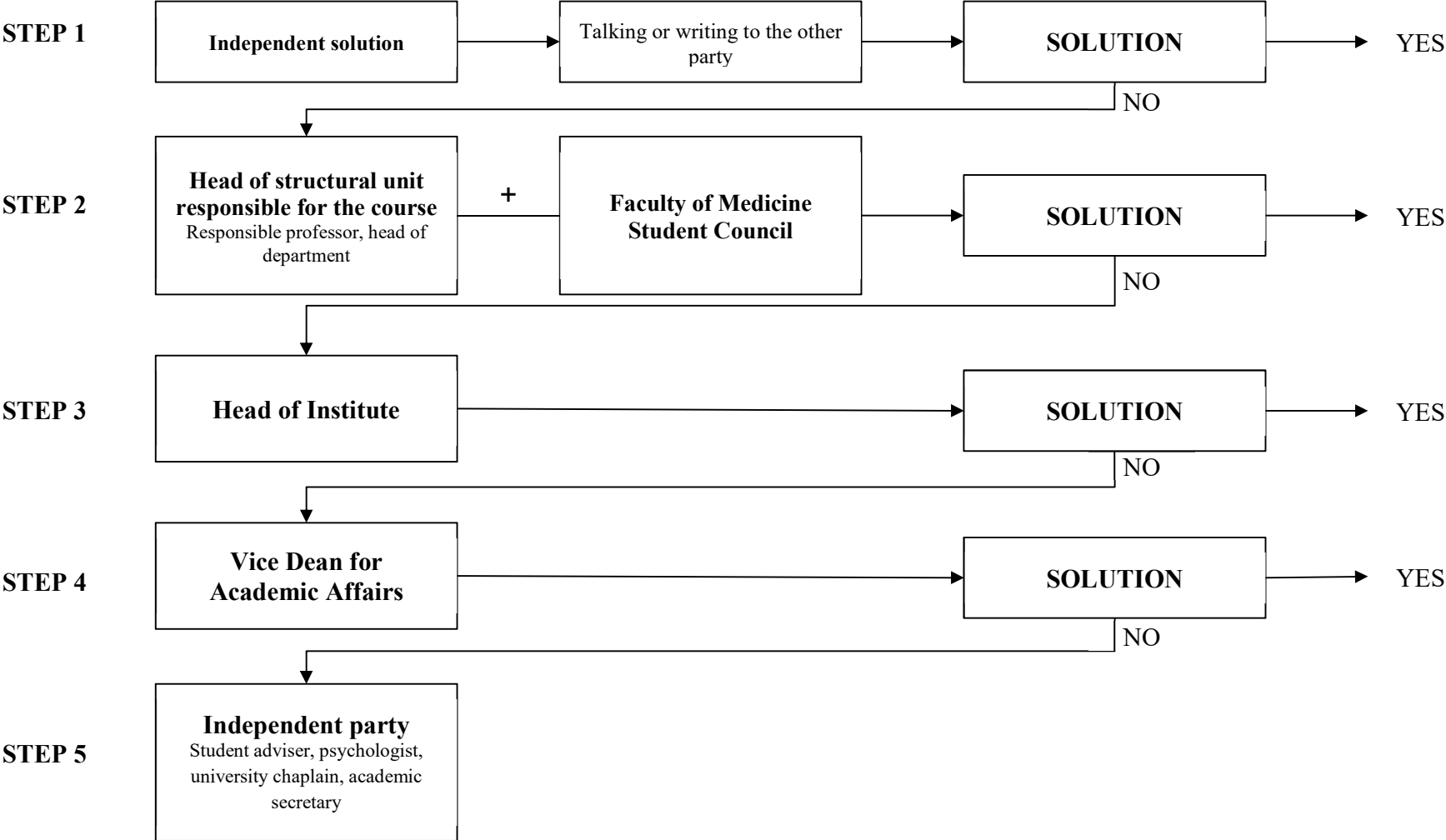


**Guidelines on avoiding and resolving conflicts
for students and teaching staff of the Faculty of Medicine**



Dear students! If you wish to make a good impression on your professors, remember the following guidelines.

1. Remember: all teachers want their students to have a good knowledge of their subject.
2. Familiarise yourself with the expectations of the teacher and rules of the course.
3. Familiarise yourself with the curriculum and learning outcomes.
4. Express interest in the subject: prepare for classes and participate actively in seminar discussions.
5. Ask questions. Remember: there are no stupid questions, only stupid answers.
6. Discuss all concerns you might have with your studies with the teaching staff. Ask questions or discuss problems in a peaceful and neutral manner without being judgmental.
7. Never be late because if you arrive in the middle of the class, you disturb your teacher and fellow students.
8. Always act respectfully toward your fellow students and teaching staff.

Read good learning practices of the University of Tartu

https://www.ut.ee/sites/default/files/www_ut/ulikoolist/good_practice_of_learning_of_ut.pdf

- ❖ The procedure for resolving grade disputes and handling study-related issues is laid down in the Study Regulations: www.ut.ee/oke.
- ❖ Guidelines on how to operate in case of suspected discrimination or problems is available in the university Guidelines for Equal Treatment. <https://www.ut.ee/en/guidelines-equal-treatment>

Dear teaching staff! If you wish to be respected by your students, remember the following guidelines.

1. Explain your expectations along with the reasons at the beginning of each course.
2. Make sure that each student knows the course rules. Do not change the rules that were agreed upon at the beginning of the course without discussing the potential changes with your students.
3. Always communicate with your students in a calm and polite manner. Blaming and accusations do not solve anything.
4. Never be late to class.
5. Always prepare thoroughly for classes.
6. It helps if you regard all students in the auditorium as motivated, capable learners, and your personal favourites.
7. Remember that a student is a person with personal issues or problems. If you are able to help, do it within the limits of your teaching role, but not by grading their knowledge or study outcomes.
8. Never make confidential information public or badmouth other students or colleagues in front of your students.

Read good teaching practices of the University of Tartu.

https://www.ut.ee/sites/default/files/www_ut/ulikoolist/good_practice_of_teaching.pdf

- Only discuss personal issues and express individual thoughts.
- Try to express your issues in as neutral and descriptive manner as possible while avoiding judgment and accusations. This way you prevent unnecessary tensions and contribute to finding solutions.