



CURRENT CHALLENGES

She has begun to forget things and feels insecure in executing her tasks which has made her look more to her boss for help. She feels anxious that her boss is losing his patience because she cannot complete the tasks herself, and his frustrations have become evident.

She is being examined by a doctor as she is probably in the early stages of dementia. She has not been able to bring herself to tell her boss about her situation. It weighs heavily on her, and she feels inadequate.

GUÐRÚN

Community Service Assistant

AGE 61

GENDER Female

BACKGROUND INFORMATION She has grown children who have moved away from home. She was a housewife, married to a foreign man with whom she lived abroad with. They have since divorced. She is good at exercising and eating healthy, she plans to keep her health in order so that she can stay active and working as long as possible.

JOB/CAREER Has worked in various office jobs over the years

ATTITUDES AND EMOTIONS

- She feels insecure about herself and does not fully trust that she is doing the tasks correctly. Her relationship with her boss and co-workers has deteriorated quite quickly and she feels powerless over the situation.
- She is having trouble accepting the possibility that she is in the early stages of dementia. She is afraid and finds it difficult to discuss her situation.

MOTIVATIONS

- She has expressed her desire to work as long as possible because she did not accumulate pension rights in her younger years, because she was a housewife living abroad. She has always enjoyed her work and would like to continue working here as long as she can. She gets along well with her co-workers and fears losing her connection with them if she loses her job.

WORK SITUATION

- Guðrún does office work which includes reviewing applications to check if all conditions and criteria are met. It is a process that demands a lot of precision and eye for detail and the stakes are high. She has become more forgetful, which makes her more insecure in her work. Therefore, she has begun to look to her manager more and ask him to confirm that she is doing the right thing. The manager is becoming more and more frustrated because of this and has expressed his frustration. This in turn increases her insecurity and forgetfulness, making her afraid she is making more mistakes, making her more insecure. The manager's frustration increases as a result and he scolds her more often.

Manager's questions

- I have an employee who has always done her job well, but lately more errors have been revealed which is very uncharacteristic of her, something must be wrong. How can I approach her without being insensitive?
- She is having trouble delivering assignments on time, is there anything I can help her with?
- Is my feeling right about the increased errors, is it a fact or am I just imagining and blowing it out of proportion? What does the data tell me?

Peers/colleagues' questions

- Her projects have come to my desk a lot lately as she has not been delivering on time. How do I address this?
- Should I speak to the manager or to herself directly?
- Will this affect my projects?



Individual's questions

- Should I tell my boss about the situation?
- Can I do my job?
- How will this affect my job? Will he want to get rid of me right away?
- Can I handle simpler tasks, is that possible?

Policymakers' questions

- How can we meet the needs of individuals who have reduced work capacity due to illness or disability?
- Can we allow a person to do only part of their tasks?
- What precedent does it set?

