“The process of change that we have been through is extensive. It has not just been easy. At times it has been pretty tough.”

“I was really worried about low scores in the beginning. I thought it was about me not doing a good job and I took it very personally. It is still personal, but now I see it as a potential for improving myself.”
Deliberate practice

“I have never worked at a place where I have learned so much and read so much based on the topics that appear when working with the clients.”

“It’s not about attending a seminar here and there. This is a more deliberate way of acquiring knowledge. It has to be linked to what you need to get results.”

“We have a focus that nobody can stagnate, and nobody are allowed to stay put in their comfort zone”.

“There are big ambitions for the service. We are constantly moving forward and becoming better. When each and everyone of us gets better, the whole service gets better and stronger. We have to dare to challenge ourselves and sweat.

High demands

“It is strenuous. You are expected to deliver all the time. But being part of a team that dare to have new thoughts, and that wants something, is really exciting. I need it, or I would grow tired. It is demanding, but then there is that feeling we experience when we have climbed a mountain top. Then it is all worth while. It is incredibly fun to make new discoveries and experience mastery”

[Diagram showing process flow]