



CURRENT CHALLENGES

War in his homeland has taken a toll on him. He has decided to go to a country neighbouring his country to help with refugees on the border. He is helping his family members find shelter in Europe and trying to get someone to Iceland. He is anxious and afraid for his family and friends in Ukraine and has had trouble sleeping. For this reason, he has not been able to do his job properly and it weighs heavily on him.

MARKO

Warehouse worker

AGE 45

GENDER Male

NATIONALITY Ukrainian

BACKGROUND INFORMATION Moved here first for work and later his wife joined him. Together they have two primary school aged children. He has lived here for 15 years.

JOB/CAREER Warehouse worker

ATTITUDES AND EMOTIONS

- Anxious and afraid for his family and friends. He oscillates between sadness and anger and feels both helpless and useless here while his family is in danger and his old classmates are dying on the battlefield.
- He feels that he is betraying his employer by leaving, but he still feels that his employer and co-workers are sympathetic to his situation.

MOTIVATIONS

- His main motivation at work is the understanding and trust he enjoys at work. He has worked there for a long time and has always come to work and done his job well. He is well liked at work and enjoys the trust of his superiors, whom he also trusts. On the other hand, he feels he cannot sit idly by while his family is in danger.

WORK SITUATION

- The work can often be very difficult as there is always a lot to do. There are big projects ahead, so he finds it difficult to leave, but he feels a duty to his homeland and relatives to contribute in any way he can.
- His colleagues will have to take on more work when he leaves, but no one seems mad about it and most seem to be willing to do what they can.

Manager's questions

- How should we handle these difficult situations in his life?
- How do we register this in the system?
- What can we do to accommodate Marko?
- What example do we set?
- Isn't this an unprecedented situation?
- What about costs?
- Do we need to hire a replacement?

Peers/colleagues' questions

- Wonder how he is coping with the situation?
- Do we have to worry about never seeing him again?
- Will he come back?
- What can we do to show him support?
- How long can we take up the slack for him?



Individual's questions

- Can I keep my job?
- Do I have a right to leave in this situation, and if so, for how long? Do I take this as unpaid leave, as summer vacation or illness?
- Can I take out next year's summer holidays in advance?
- Will my colleagues be annoyed with me?
- Am I getting all the understanding and support I need?
- Do I need to worry about finances?

Policymakers' questions

- Does the company's policy in any way allow for this kind of situation?
- Is it possible to incorporate this under the coordination of family and professional life in some way?
- Isn't that a bit of a stretch? What obligations do we have towards our employees?
- Legally? Ethically?

