



Case

When little things make a big difference

“The videos showed us that much of what we believe to be the case looks completely different through the eyes of the victim of an industrial injury.”

Jacob Pless-Schmidt
Project Manager
National Board of Industrial Injuries

**MIND
LAB**

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Every day the staff of the National Board of Industrial Injuries work with great commitment to help those who have been injured at work. They have a self-proclaimed desire to make a positive difference. They were therefore quite concerned to discover that a measure which the management board regarded as a service could be confusing to the citizens. This emerged through MindLab's contributions to a pilot project for the Board concerning its so-called 'mobile team' sessions with people who have been injured in the workplace. The purpose of these meetings is to speed up the resolution of individual cases: all the relevant authorities, including local government, take part in the sessions, and the case is decided then and there.

MindLab recruited a number of people who had suffered an industrial injury and examined their experience before, under and after the mobile team sessions. The Board's staff and management team gained new insights about what it feels like to have an industrial injury, enabling them to identify a number of specific adjustments to the mobile team concept.

MindLab involved:

- Four victims of industrial injuries.
- Municipality and trade union representatives.

Principal results:

- Clear definition of roles and better service experience. Those who have been injured at work now receive more specific information beforehand regarding the content of their meeting with the mobile team.
- No deliberations during the interview. The deliberations of the Board's staff that used to interrupt the mobile team meeting have been eliminated.
- Internal teaching materials. Today the so-called 'Retention Centre' of the National Board of Industrial Injuries uses video material from interviews in the training of new employees.