

PHILIPS

Dictation

Success story



**Life-changing,
actually**

The facts

Customer

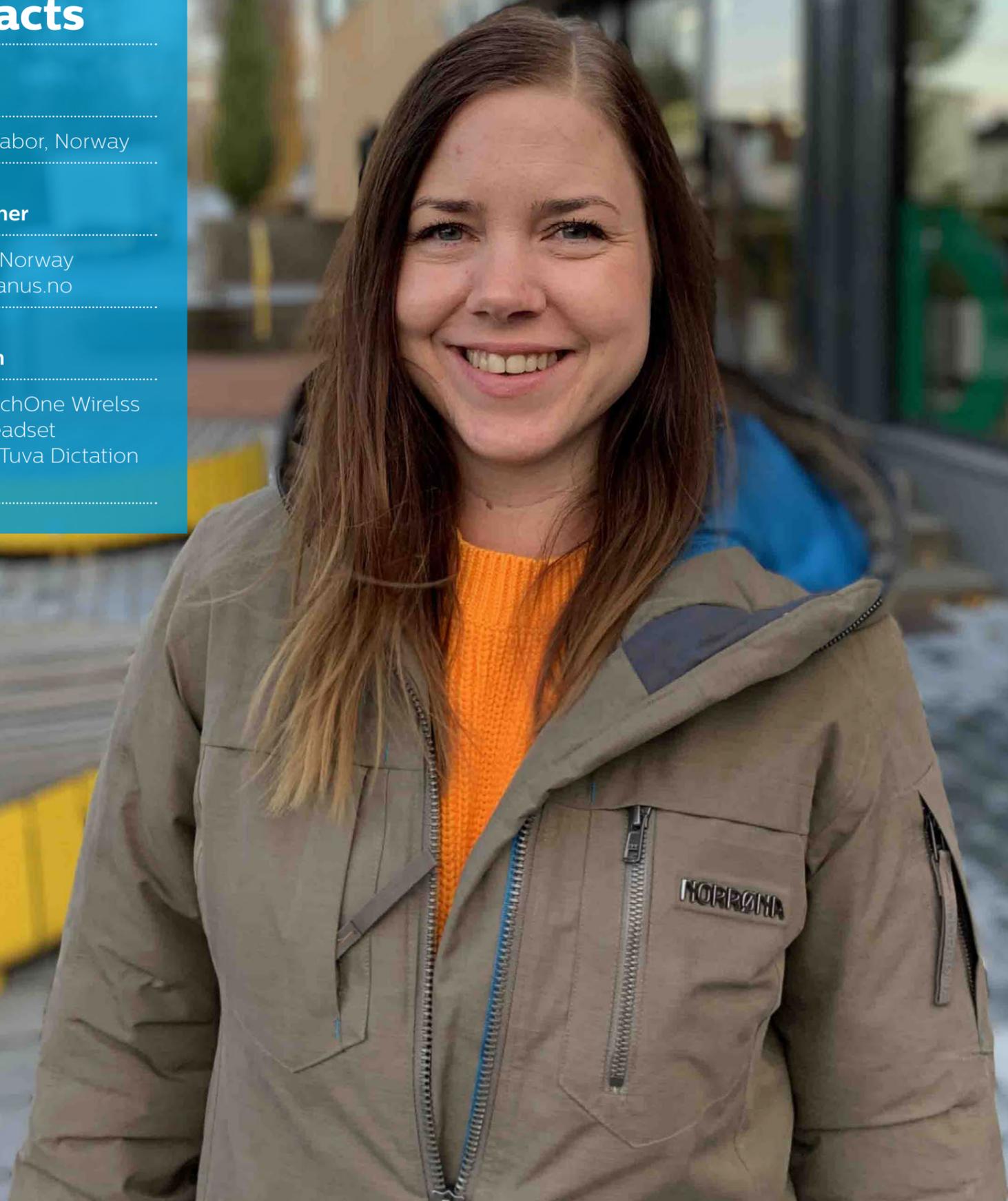
Ministry of Labor, Norway

Philips partner

Max Manus Norway
www.maxmanus.no

The solution

Philips SpeechOne Wireless
Dictation Headset
Max Manus Tuva Dictation
Software



By using her voice to write, Lene Bore Grauslaa, a case manager from Norway, can work more efficiently but also work at all. A voice-to-text solution can change a life completely.

Lene Bore Gauslaa works as a case manager in the Ministry of Labor and Welfare in Oslo, Norway. From a professional point of view, she has good insight into what is needed to help people get back to work. Also, she personally experienced what sick leave entails. Pain in the neck and shoulder has at times made it difficult for her to work the way she wants.

Today, Lene works with her voice as a writing tool. She uses the Philips SpeechOne Wireless Headset to dictate, which gives her full mobility, and while dictating text she uses Tuva by Max Manus, an accessibility software that lets the users use their voice to write and control the computer.

Talk first - edit later

Lene's job involves interaction with clients, employers and health professionals, who are involved in the challenges that each client has. Her work takes place in meetings, on the telephone and not least in the production of large amounts of text.

When Lene works, she now puts on the SpeechOne headset and gets going. Wherever she puts a mark in the Tuva program, it starts typing as soon as she starts talking into the microphone.

Lene's working method is that she speaks the entire text before she does the editing. For her this is a well-focused way of working. "I am very present in what I do. When I dictate, only the head is occupied and there is no disturbance".

Like cycling

"To dictate is like learning to ride a bike. Once you've learned it, then you can," says Lene. She experiences how Tuva is optimized for her voice and vocabulary. A great feature is to enter standard text passages that can then be automatically included. Also, misspellings are eliminated.

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*It can change
your everyday
life completely.*

Lene Bore Grauslaa
Case Manager, Ministry of Labor, Norway



With the SpeechOne headset, the dictation is more precise as this device was developed specifically for dictation and speech recognition. Lene thinks it is wonderful to work with a cordless headset, so no cables can get in the way. “Now I can also dictate as I walk around the room.”

Lene has become so accustomed to the method that a funny episode happened when one day she left a message on voicemail. “I said ‘punctuation’ at the end of a sentence,” she says, laughing. She believes this shows how quickly the brain adapts to new ways of thinking and working.

From the beginning, she was exceptionally positive. The most important thing is to overcome internal resistance and be open to what is new. Lene experienced great service and help by the Max Manus Customer Center getting started.

May reduce sickness absence

Lene’s way of working and everyday life have changed completely. It is way more efficient and can help to reduce pain and sick leaves. She thinks that the focus should be on preventing pain rather than repairing wear and tear: “The work is closely linked to identity. We must remove shame and stigma attached to being sick and receiving help!”

How would life be if she were still using keyboard and mouse? “I don’t know, I would probably cling to the job because it means a lot to me. But I would be in a lot more pain in my everyday life and would probably need more treatment with more costs involved. I still have pain, but I’m not away from work that much as before,” says Lene. Now she hopes that her experience can inspire others in similar situations. “It can change your everyday life completely,” says Lene Bore Gauslaa.

Philips SpeechOne
Wireless Dictation Headset

www.speechone.com



