

Life doesn't always go according to plan!

An unexpected turn of events and effective support in difficult times: a true story of how practical help can make a difference in overcoming life's crises.

Author's name known to editors

It can take us on unexpected diversions and confront us with challenges that put our resilience to the test. This is the story of how I found myself in the middle of an unexpected crisis and how the support from NAV made all the difference in helping me to overcome it.

My career path has led me to different countries and projects in different parts of the company. Even while I was still studying for my degree in International Business, I was interested in the world of medicine, specifically in innovative treatment methods and therapies, in order to be able to offer patients the best possible support in helping them to heal. I also developed quite a passion for tackling complex economic and scientific problems, developing solutions for them and actually implementing them. In 2010, at Novartis, I found the opportunity to make use of my training and interests in all kinds of different projects and parts of the company.

What can we do when we are unexpectedly thrown off course?

Sometimes life takes us in a direction that we would never have expected. A sudden turning point can wrench us out of our comfort zone and confront us with challenges that shake us to the core. That's what happened to me when I suddenly found myself in a health-related and personal crisis from which there seemed to be no way out.



At the peak of my career in 2019, I was unexpectedly overwhelmed by a health crisis which literally threw me off course. I found myself facing a drastic medical situation which affected not only my everyday life but also my professional future.

The fight for survival

Within a very short time, an acute deterioration in my health resulted in a critical emergency. Doctors fought to save my life in a 14-hour operation. When I woke up, nothing was as it had been before. My life from now on would be dominated by machines and medication. The world I knew had changed forever and I had to learn to deal with this new reality. From now on, I was a patient, dependent on receiving the best treatment. For me, it was a new and dramatic change of perspective and it hit me completely out of the blue.

Guidance and support in a crisis

During this difficult time, the Novartis Employees' Association (NAV) proved to be a valuable guide through my personal crisis. NAV provided not only a platform for direct communication but also support in my most stressful moments. They showed me that support can be more than mere words – it can bring about real change. For example, NAV helped me with my internal inquiries at Novartis and with administrative matters, and also offered practical assistance in my daily life when I was dealing with official bodies and public authorities. This support really helped me to come to terms with the new reality of my life.

The specialist attorney for social rights – a beacon of light

The bureaucratic hurdles associated with claiming disability benefit (IV) added further stress to my anxiety. This was where a specialist attorney appeared on the scene, found for me by Davide Lauditi. The attorney fought for my rights and communicated on my behalf with the disability benefit authorities. Such support provided just the beacon of light that I needed during this dark period. The attorney not only clarified things for me but also took a weight off my shoulders, something I desperately needed. Thanks to this support I could finally see light at the end of the tunnel.

Stronger together in the face of challenges: an unexpected turn of events

Since 2019 I have been battling with my health and with the uncertainties that chronic illness and frequent operations bring. The teamwork between NAV, Davide Lauditi, the specialist attorney and me has proved to be crucial. The combination of professional support and human empathy not only helped me to deal with bureaucratic hurdles and the complicated disability benefit situation, but also boosted my inner resilience. The disability benefit assessment that I recently received seemed like a minor miracle to me and brought me much-needed relief and acknowledgment.

Conclusion: coming through a crisis stronger

My story shows how, in the midst of unexpected events, targeted support can make a vital difference. In my case, NAV's approach and the support they offered demonstrated in very concrete and real terms just what effective help in times of crisis looks like. NAV and its representatives not only supported me, but also guided me during a time of great personal insecurity. Thanks to them, I was able to emerge from the darkness and today I can look to the future with renewed strength.