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Tragedy and grace: employees' experiences of uncertainty in a nursing home

Through the case study of a Finnish municipal nursing home, this paper uses an aesthetic approach to examine experiences of uncertainty and the relationship of uncertainty and work wellbeing. Uncertainty has been defined as the feeling that arises in moments of complexity that require one to depart from customary habits. Qualitative interpretations of the interviews produced results demonstrating how individual heroism, collective sensitivity, and openness to different ideas and views are perceived to support well-being. This research indicates that these dimensions are important because they create a humane working life and help employees transform tragic experiences into gracious practices.