

# Joy Buikema Fjærtøft

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Joy is a psychologist who has worked for some 20 years as an internal and external organizational consultant.

- Her role as an internal consultant has given her a good background for understanding organizations from the inside and for working together with an organization's internal resources.
- As an external consultant she has experience from a broad range of organizations in both the public and private sector.
- In addition she has several years' practical experience in a leadership role – both as a team leader and as manager of an agency with an international workforce, where 30 different languages were represented.

Change leadership, team and talent development, organizational culture, communication, emotional intelligence, diversity, communication, coaching, facilitation and creativity are key work areas. Joy has a special interest in the cross-cultural aspects of these issues, and is also engaged in cross-cultural training.

Joy has been living and working in Norway for many years. She came to Norway from the U.S. for the first time already in 1974. Since then she has also lived 4 years in Germany (East and West), and 3 years in New York. Her education as a psychologist is from the University of Oslo. She has also studied organizational psychology at the University in Bonn, and German at the University in Greifswald. Her B.A. is in English and Norwegian language and literature from St.Olaf College in Minnesota.

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<b>Education</b>	2010	<b>Certified Specialist in Occupational and Organizational Psychology</b> , Norwegian Psychological Association (NPF)
	1990	<b>Cand. psychol., (Certified Psychologist)</b> University of Oslo. Specialization in both clinical and organizational psychology. Dissertation on Organizational Culture
	1986- 87	<b>Semester courses: Work psychology. Organizational Development.</b> University of Bonn, BRD.
	1981	<b>Statistics (SS1)</b> , University of Oslo.
	1980-81	<b>German studies</b> , University of Greifswald, GDR.
	1979	<b>Bachelor of Arts-grad</b> , St. Olaf College, USA. Summa cum laude. Majors: English and Norwegian.

## Work experience

- March 2009 - **Work and Organizational Psychologist**, Work Environment Department, Oslo University Hospitals (80%)
- July 2006 - **Freelance consultant**. Established own company *Psychology at Work*, working in network with others consultancies. See [www.psychologyatwork.no](http://www.psychologyatwork.no) for client list and areas of work.
- 2000-2006 **Senior Consultant** Human Factors AS. Main areas of responsibility: See key areas, above.
- 1999-2000 **Senior Consultant**, "Change Leadership," Deloitte Consulting.
- 1996-1999 **Advisor and team leader**, Dept of Organizational Development, Statens vegvesen, Vegdirektoratet. (Norwegian Road Administration) 10 000 employees Responsible for leadership development and vision implementation
- 1994-96 **Manager**. Tolketjenesten, Oslo kommune. City of Oslo's Interpreting Services, with approx 20 000 assignments per year. 30 languages.
- 1992-94 **Internal organizational consultant**, Oslo kommune (City of Oslo). Organizational change processes

## Languages

English, Norwegian, German

## Member

Norwegian Psychological Association  
American Psychological Association  
Norwegian Society for Organizational Psychology (Former board member)

## Personal

Born in the U.S. in 1957. Married to a Norwegian who works in the Norwegian foreign service and is a guest researcher at the University of Oslo. Mother of three grown sons

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*Psychology at Work*

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