



‘Between cultures, between sleds’ - a conversation with Paulina Scibich-Harna, founder of BABAHUSKY from Rovaniemi

In 2018, she decided to go to Norway - initially for a season, to try something new, live closer to nature, work with sled dogs. What she didn't expect, however, was that this trip would change her life for good. It was there that she met Marcin - today her husband and partner in life and business. A year later, they moved to Finland, where they founded **BABAHUSKY** - a company offering sled dog rides to tourists from all over the world. People from different countries work with them, and they have customers from all over the world - and 70 dogs are not only their passion, but also part of their family.

We talk to **Paulina Scibich-Harna** about what it is like to build a life and a business in Lapland, working in a cross-cultural team and living in the rhythm of nature.



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FERI: Paulina, what made you go to Norway in 2018?

I have always been drawn to places where there is a lot of space, less hectic, where you can feel the rhythm of nature. I came across an ad for a job in Norway at a kennel with husky dogs and thought: 'Why not?'. It was supposed to be a seasonal adventure, but very quickly it turned into something more.

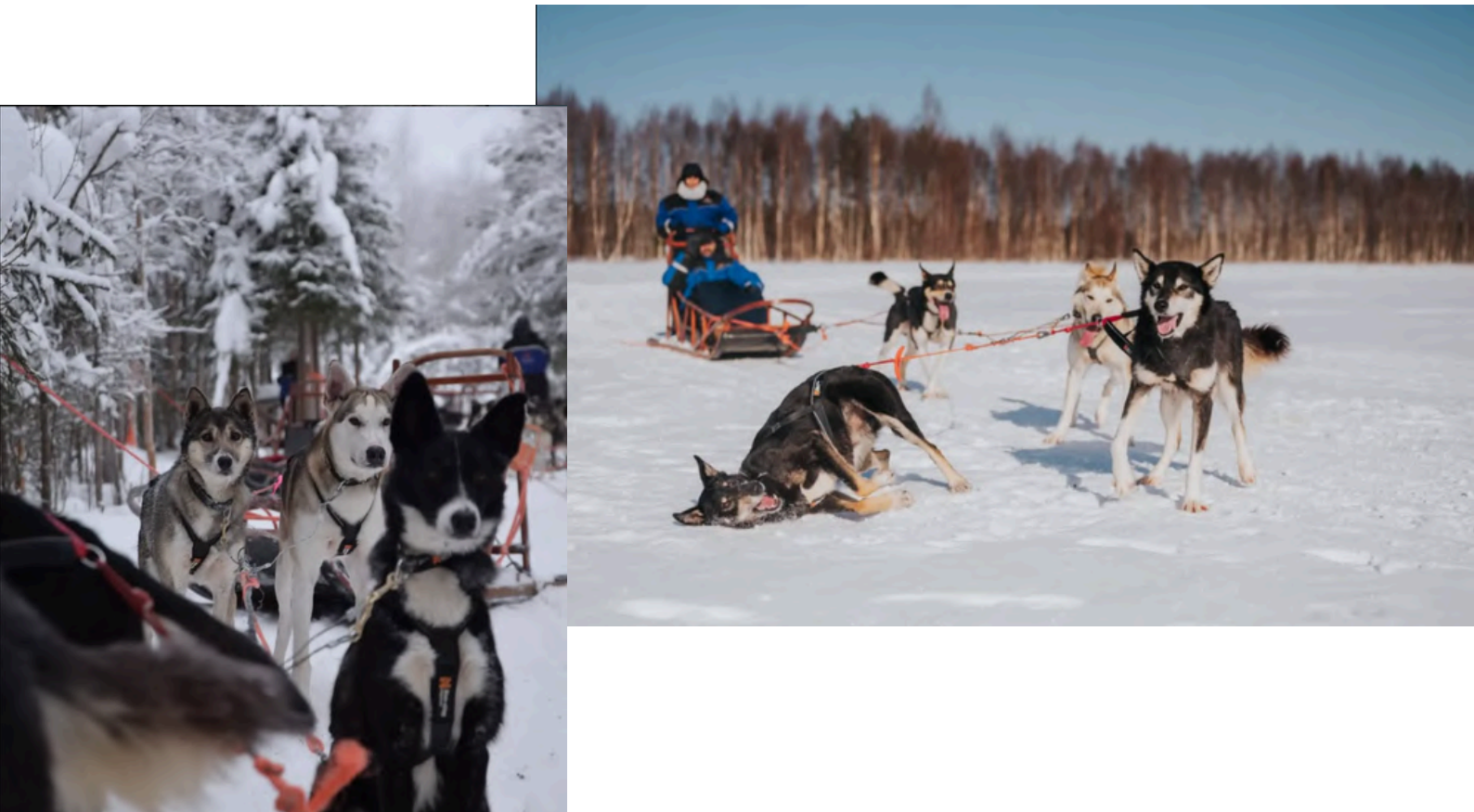


FERI: Is that where you met Martin?

Yes, we worked together in the same kennel. From the beginning we got along well - we were united by our passion for animals, similar values i. ... a love of tidiness when feeding dogs (laughs). After the season, we decided to stay together and look for a place where we could develop this passion on our own terms.

FERI: Where did the idea to move to Finland come from?

We started looking for a place where we could live close to nature, in harmony with nature and, at the same time, to carry out activities related to tourism and dogs. Finland - specifically Lapland - turned out to be ideal. The place drew us in. And so in 2019 we settled here for good.



FERI: How did BABAUSKY come about?

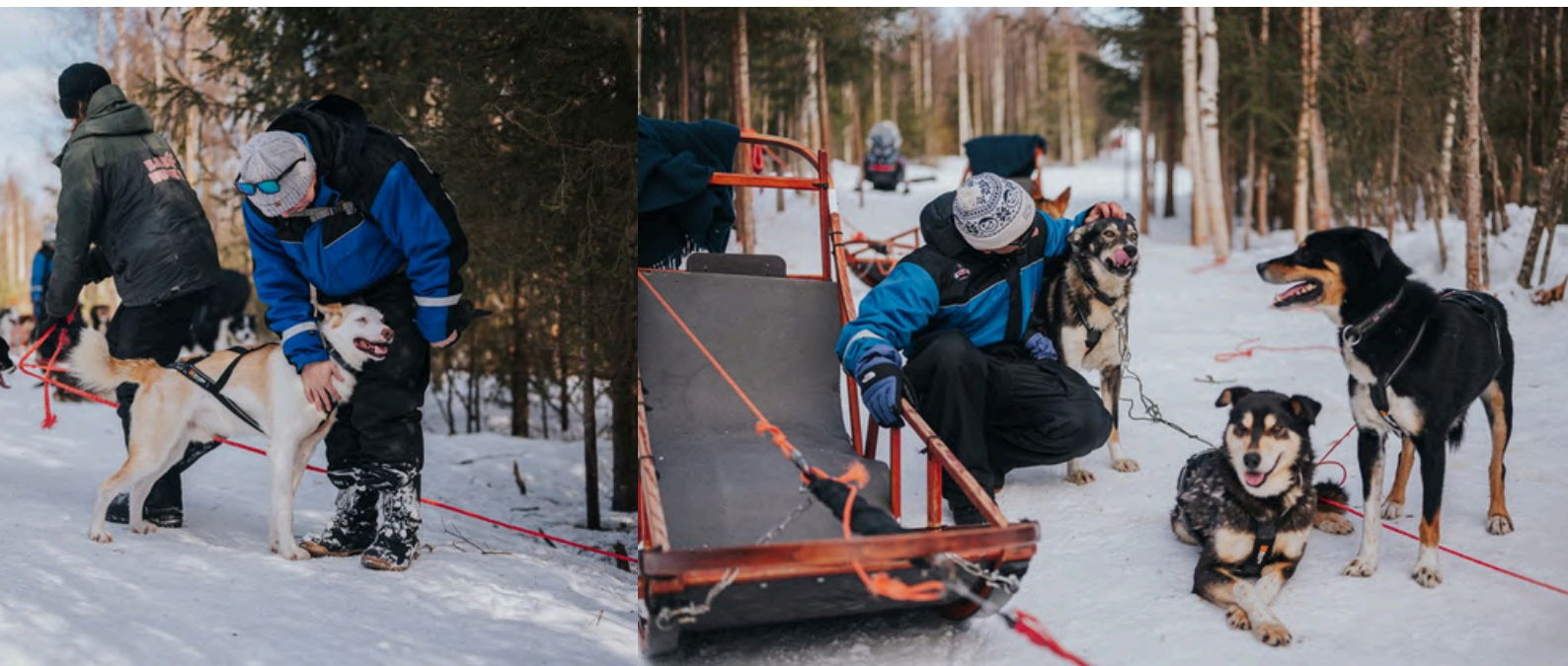
It was a natural consequence of wanting to do what we love - but on our own terms. We wanted to create a place where dogs are respected, people support each other and tourists really experience the magic of the North. The name 'BABAUSKY' is a play on words - a bit of my Polish nickname, a bit of humour and a bit of a nod to our dogs.

FERI: What does your team look like today?

We are a truly international team! We work with people from Argentina, Italy, England, the Czech Republic, Chile, Poland, Finland and other countries. Some are only with us for a season, others come back every year. Everyone brings something of their own - a different perspective, a different experience, a different energy. What I find most beautiful is that despite these differences, we are able to communicate, build an atmosphere of cooperation and mutual respect. The diversity of our team makes us more flexible, more creative. We learn from each other not only at work - we share dishes, stories from home, holidays and customs. As a result, this place is not just a business - it's a community.

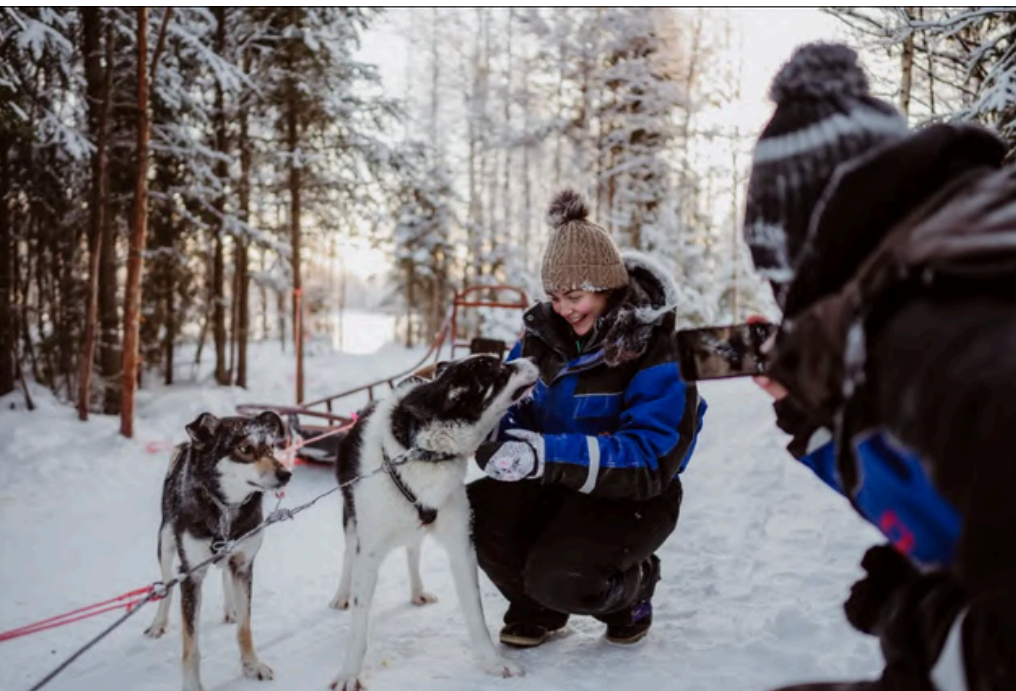
FERI: And what is difficult?

Definitely communication - not only linguistic, but also cultural. Something that feels natural to one person may be awkward or unclear to another. It's important to speak directly, to ask, not to assume in advance that someone 'definitely knows' something. But we like that - talking, explaining, learning from each other.



FERI: How do tourists react to your company and this intercultural approach?

They are delighted. They say that with us they don't feel like customers, they feel like guests. That our team creates a warm atmosphere - human, authentic. I think it is this mix of cultures, languages and characters that makes BABA Husky have its unique atmosphere. We have clients from all over the world - from Europe, Asia, Latin America. This means that we have to be very attentive - different people have different expectations, habits, comfort levels. For some, contact with animals is something natural, for others it is a new, sometimes somewhat stressful experience. You have to be able to sense who needs more time, who likes specifics and who just wants to enjoy the moment. This is why openness and flexibility are fundamental to us - both in the team, and in customer contact. Cultural variability is not an obstacle - it is an invitation to be even more empathetic and present.



**FERI: What do you find most valuable
in working in such an intercultural team
and in serving customers from all over the world?**

Diversity! I learn something new every day - about people, about communication, about myself. In a team like this, you can't operate 'on autopilot' - you have to be attentive, open, flexible. This can be a challenge, but it is very rewarding.

Working with people from different cultures - both in the team and on the client side - teaches humility and attentiveness. Every person who comes to us brings their own story, their own expectations, their way of experiencing adventures. Someone from Japan will need more space and tranquillity, someone from South America will want to sing with dogs around a campfire (laughs). Someone will be very emotional, someone else will be very distant. We have to tune in.

It's not just about language skills - although that's important too. It's about empathy, about being able to see what is 'between the words', about respect for a different way of being and different values. Customer service in a place like ours is the art of building trust - often in a matter of minutes.

And that's what I like best - that moment when I see someone relax, start to smile, trust us, the dogs and the whole experience. When the differences stop being a barrier and become a bridge. That's when I know that what we are doing really makes sense.



FERI: What values are most important to you most important in running a business?

Respect - for people, for dogs, for nature. Honesty and responsibility. We strive to create a place where everyone - regardless of where they come from - feels important and safe. And the dogs are our partners, not 'working tools'. They feel it - and so do the tourists.

FERI: What are your dreams for the future?

We want to further develop BABAHUSKY - slowly, with heart. Maybe we will create educational programmes, training for young people from different countries who want to learn about life with a husky. We also dream of a centre for senior dogs who no longer work but are still part of our family.

Find out more about BABAHUSKY at
www.babahusky.com

Follow the daily life of dogs, people and snow adventures on Instagram @babahusky



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