

Beyond Burnout

Why overwhelm is a serious threat to your team and the bottom line and what you can do to prevent it



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In 2019, the World Health Organization identified Burnout as an Occupational Phenomenon

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“the accumulation of hundreds or thousands of tiny disappointments, each one hardly noticeable on its own”

~ Dr. Richard Gunderman


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Dimensions of Burnout

1. "Feelings of energy depletion or exhaustion"
2. "Increased mental distance from one's job or feelings of negativism or cynicism related to one's job"
3. "Reduced professional efficiency"

*World Health Organization

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Exhaustion

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Components of Exhaustion

- Physical, Emotional AND Mental Fatigue
- Easily overwhelmed
- Feeling Trapped
- Can affect ability to concentrate
- Feelings of helplessness/"Trapped"

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Cynicism



IF THERE'S ANYTHING ELSE YOU NEED, PLEASE HESITATE TO ASK.

The cartoon shows two men in an office setting. One man is speaking to another who is holding a red rose. The text above them reads: 'IF THERE'S ANYTHING ELSE YOU NEED, PLEASE HESITATE TO ASK.'

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Cynicism

- Negative attitudes toward co-workers or job
- Detachment from role
- Loss of purpose
- Disengaged
- Callousness

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Inefficacy



LOOK AT ALL THIS WORK I HAVENT DONE YET

The meme shows a woman in a blue shirt standing behind a desk completely covered in papers and clutter. She has her arms outstretched in a gesture of frustration or helplessness. The text at the bottom reads: 'LOOK AT ALL THIS WORK I HAVENT DONE YET'

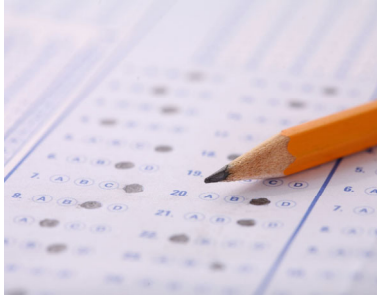
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Inefficacy

- Loss of productivity
- "Spinning"
- Ability to delegate effectively can be inhibited
- Lack of resources or support can affect inefficacy
- Loss of purpose

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How to Measure Burnout?

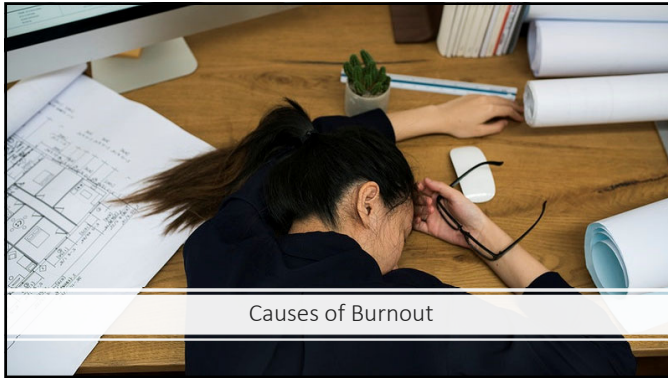


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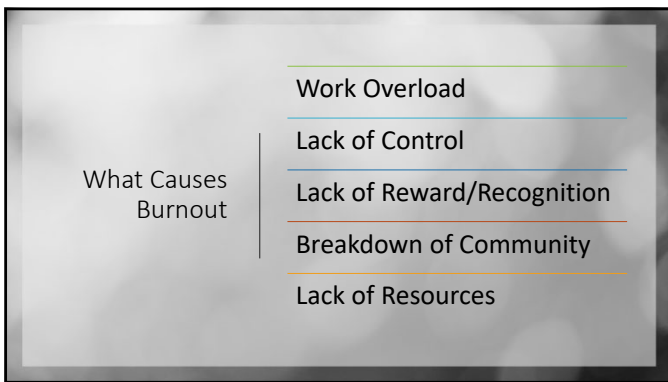
Maslach Burnout Inventory TM

- Measures all three components of Burnout
- All three components are measured of a continuum
- Rated on frequency of occurrence
- On fourth revision that includes specialty assessments for:
 - Medical Personnel
 - Human Services
 - Educators
 - Students

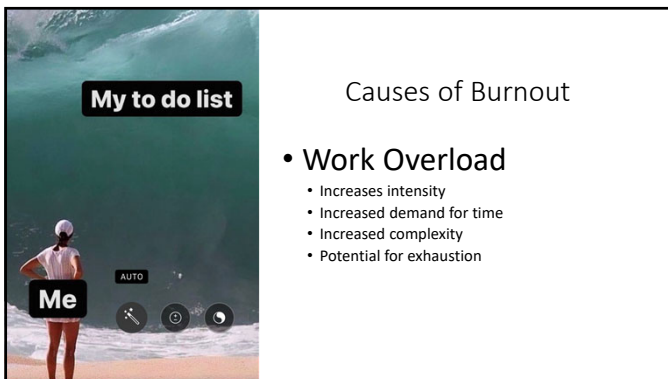
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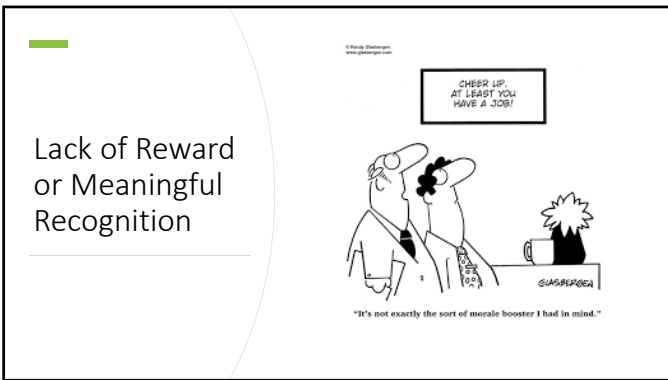
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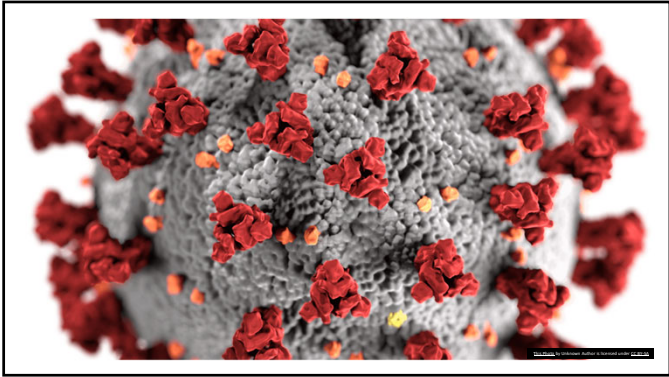
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Our Lizard Brain

- Dr. Paul McLean in the 1960's developed the model of the three part brain
- The most primitive part of the brain is referred to the Reptilian Brain, or "lizard brain"

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The Triune Brain*

- Neocortex:** Rational or Thinking Brain
- Limbic Brain:** Emotional or Feeling Brain
- Reptilian Brain:** Instinctual or Dinosaur Brain

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The Lizard Brain

- Controls involuntary functions such as breathing, heartrate, etc
- Fight vs Flight vs Freeze Response
- Sexual Behaviors
- Anger in Danger
- FEAR



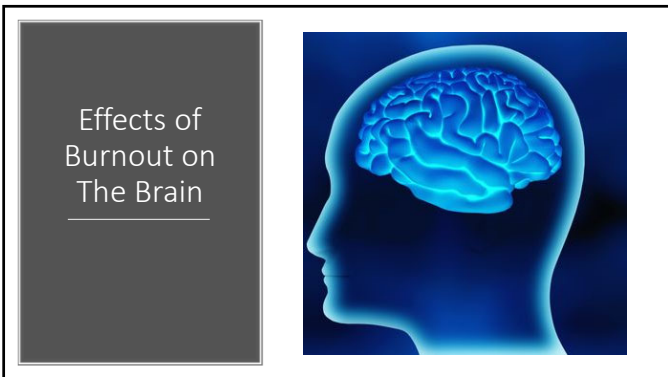
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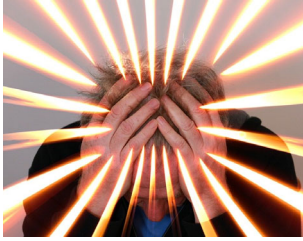
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How does stress affect our bodies


- Anxiety
- Depression
- Headaches
- Digestive Issues
- Prone to Illness
- High Blood Pressure
- Insomnia
- Inflammation
- Cardiovascular Disease



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Anxiety

- Edginess or Restlessness
- Increased fatigue
- Impaired concentration
- Irritability
- Increased muscle aches/soreness
- Difficulty Sleeping




• Diagnostic and Statistical Manual, 5th Edition

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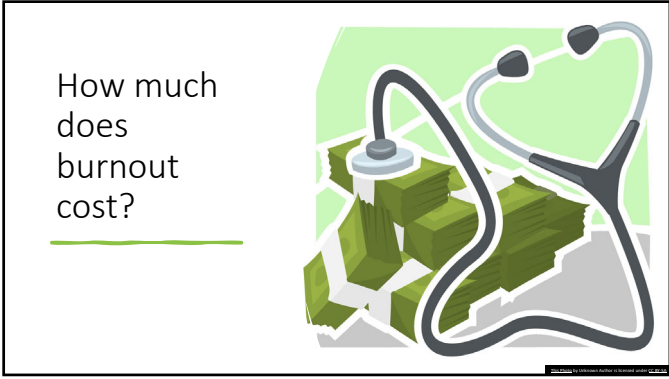
Depression

- Depressed mood most days
- Loss or lowered interest or pleasure in activities
- Weight or Appetite Changes
- Slowing Down of Thought or Physical Movement
- Fatigue or loss of energy most days
- Feelings of worthlessness or guilt
- Decreased ability to concentrate or indecisiveness most days
- Thoughts of death or suicide

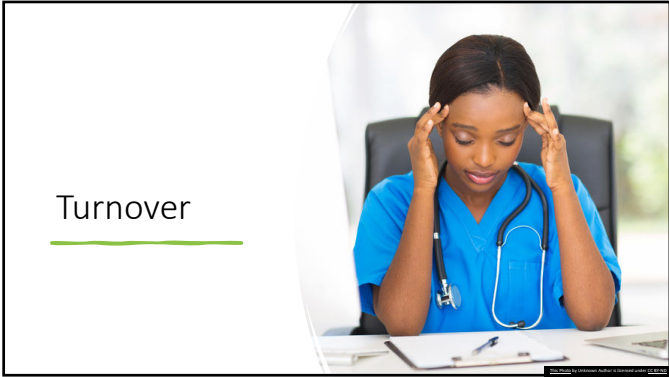


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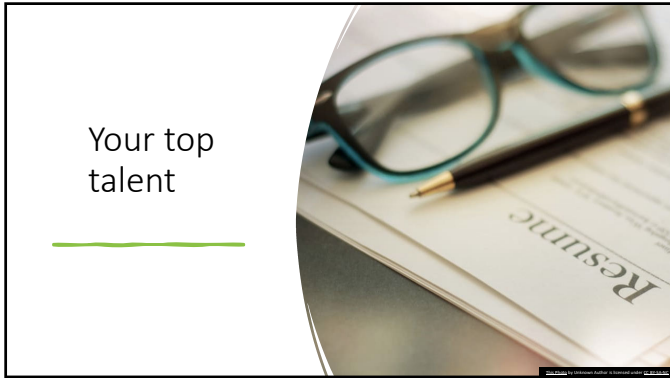
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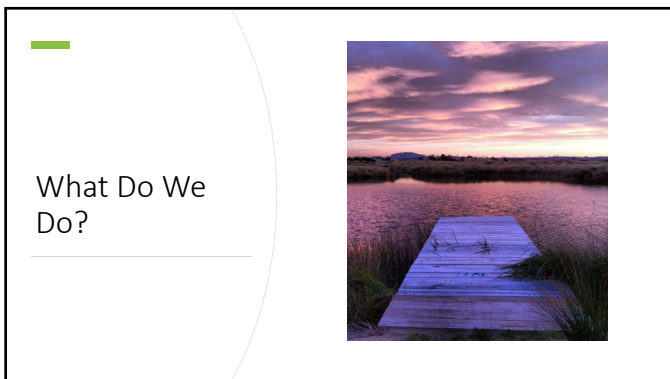
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Now what?

“Burnout isn’t simply about being tired. It is a multifaceted issue that requires a multifaceted solution”

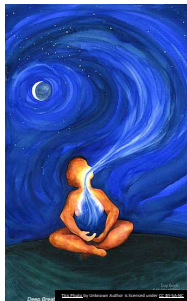
Elizabeth Grace Saunders, HBR “Six Causes of Burnout and How to Avoid Them.” July 5, 2019



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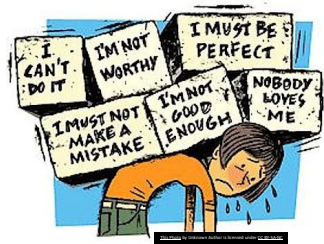
Breathe

- Your Lizard Brain is taking your breath without you even being conscious of it.
- Deep breathing has multiple positive effects
 - Stimulates lymphatic system (detoxifies the body)
 - Helps with Digestion
 - Lowers Blood Pressure
 - Lowers heart rate, which in turn releases calming endorphins
 - Muscles Relax
 - Increases Oxygen Flow to the Brain
- 4 – 4 – 4 Method
 - Take a deep breath in and count slowly to four
 - Hold your breath for 4 seconds
 - Exhale slowly for 4 seconds



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What are you saying????



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What are you saying

- What you think affects how you feel
- What you feel affects what you do



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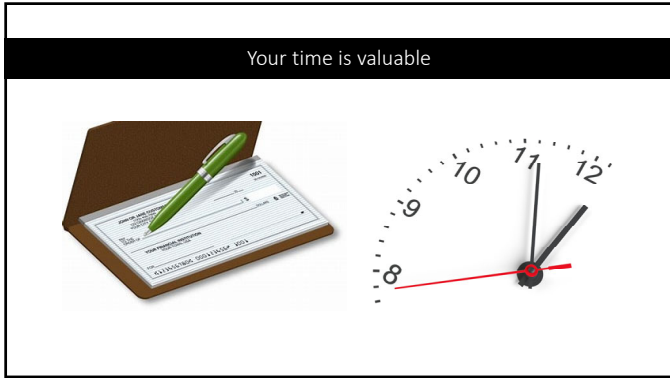
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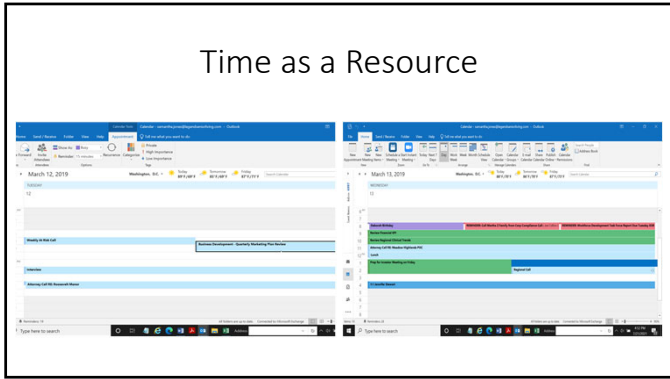
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Out of Office

- Europeans: *"I am out of the office for summer holiday. I will respond to your email when I return in September"*
- Americans: *"I am currently out of the office due to being hospitalized. Please note that there may be a 30 minute delay in response time. My apologies for any inconvenience"*

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Move Your Body

- Protects against heart disease and diabetes
- Improves sleep
- Lowers blood pressure
- Releases endorphins – "runner's high"
- Low intensity exercise benefits the brain as well
- Start small and work up from there
- Find something you enjoy



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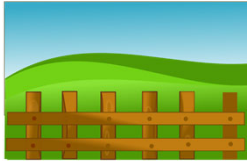
Gratitude



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Creating Healthy Boundaries

- At work
- At home
- Schedule
- With media
- With negative thoughts



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Other resources to consider



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How to Prevent Burnout in Teams

- Reward/Recognition
- Acknowledgment
- Communication

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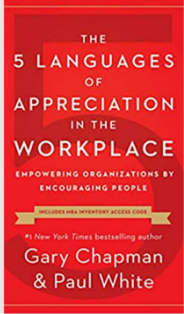
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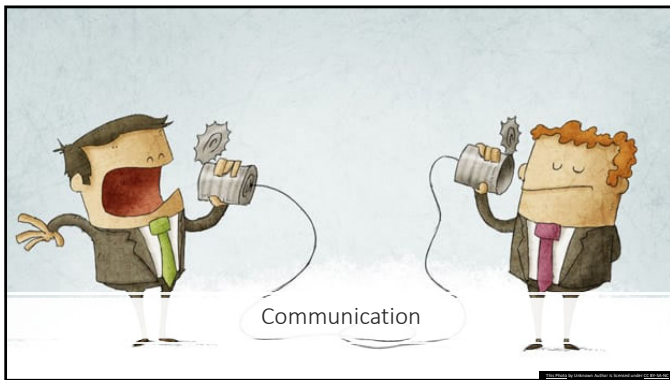
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- Words of Affirmation
- Quality Time
- Acts of Service
- Tangible Gifts

• The Five Languages of Appreciation




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- “You cannot solve a problem from the same consciousness that created it. You must learn to see the world anew.”

• Albert Einstein



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