Understanding and Coping with Burnout

Patti J. Fleck, PhD.
Director, Counseling Services
Our Plan for the Workshop

- Presenter Introduction
- Invitation to pause and be present
- Status Report
  - Reality check – pandemic, politics, budget, on top of ‘normal life’
  - Stress
  - VUCA
  - Burnout
- Strategies – self-care, resilience, group wisdom
- Personal Action Plan - saving yourself and helping others
Status Report: Reality Check

> Scary, Challenging, and Disruptive Times
  – Pandemic: health and safety concerns, going remote/online, uncertainty, loss, isolation
  – Politics: incivility and division
  – Race-related issues: violence, civil unrest, social justice efforts
  – Budget: higher education, individuals

  – on top of ‘normal life’

> ONGOING
Status Report: Stress

- General response to threat
- Fight/flight/freeze


- Acute vs Chronic
- Rubber band analogy
- Crisis – resources overwhelmed, danger AND opportunity
Status Report: VUCA

> **Volatility**: nature, dynamics, and speed of change

> **Uncertainty**: lack of predictability

> **Complexity**: multiple, confounded issues, chaos, and confusion

> **Ambiguity**: haziness of reality, potential for misreads, mixed meanings of conditions, cause-and-effect confusion
Status Report: VUCA Leadership Responses

> **Vision**: knowing where you want to be in 3 to 5 years is more vital in turbulent times because of guidance to business decisions

> **Understanding**: look and listen beyond your functional areas of expertise and communicate with all levels of employees

> **Clarity**: deliberately process the chaos by quickly and clearly tuning into all the minutiae associated with the chaos

> **Agility**: quickly communicate across the organization and apply solutions
Status Report: Burnout

According to the World Health Organization: a syndrome resulting from chronic work-related stress, characterized by

- feelings of energy depletion or exhaustion
- increased mental distance from one’s job
- feelings of negativism or cynicism related to one's job
- reduced professional efficacy and sense of accomplishment
Additional Burnout Resources

> Burnout Self-Test
  - [https://www.monkeypuzzletraining.co.uk/free-downloads/MBI_self_assessment_for organisations.pdf](https://www.monkeypuzzletraining.co.uk/free-downloads/MBI_self_assessment_for organisations.pdf)

> Mayo Clinic
  - [https://www.mayoclinic.org/healthy-lifestyle/adult-health/in-depth/burnout/art-20046642](https://www.mayoclinic.org/healthy-lifestyle/adult-health/in-depth/burnout/art-20046642)
Status Report: Burnout

(Leiter & Maslach, 1999; Susan Biali Haas, M.D.)

> Is a product of workplace context/culture
> Is NOT
  – JUST too much work
  – Individual employee’s fault
Status Report: Six Key Causes of Burnout

(Leiter & Maslach, 1999; Susan Biali Haas, M.D.)

- Work overload
- Lack of control over work
- Insufficient reward: beyond money, most important is social reward (recognition, appreciation)
- Workplace community problems: perceived lack of support from superiors, incivility. Helpful to have supervisors who are available and willing to listen, train, mentor
- Unfair or inequality in pay, promotion, workload
- Conflict personal values/job requirements – moral distress
Discussion before Moving onto Coping Strategies

> Status Report
  – Reality check – pandemic, politics, budget, on top of ‘normal life’
  – Stress
  – VUCA
  – Burnout

> What are you seeing with your colleagues?

> What is most salient with YOU?

> (Let’s create a word cloud.)
Go to www.menti.com and use the code 3134480

What are you seeing with your colleagues? What is most salient to you?
Exercise protects mental health

Comparable to antidepressant meds; 30 min of cardio 3/week = reduction in perceived stress after 4 weeks; with resistance exercise (bands, push ups) = less stress and increased confidence.

Clear boundaries between work and personal time (expectations for self? Team?)

7 – 8 hours sleep/night

Do the hardest thing first (also prioritize what’s essential)

Take frequent short breaks (or naps)

Use your vacation time and model for teams

Practice relaxation (Sanvello app, Mindfulness Based Stress Reduction,)
Coping Strategies - Self-Care

> Prevention, Preparation, and Maintenance
> Sleep
> Nutrition
> Exercise
> Stress Management
> Sanvello app (premium version)
Coping Strategies – Resiliency is . . .

> Adapting well in the face of adversity, trauma, tragedy, threats or significant sources of stress
> Bouncing back from difficult experiences
> Recovering from catastrophes

> Research has shown that resilience is ordinary, not extraordinary. People commonly demonstrate resilience.

> LEARNABLE!!!
Coping Strategies – Components of Resiliency

> Resiliency **SAVES**

  > **Social Connection** (belonging, feeling valued)
  > **Attitude** (flexible thinking, optimism, gratitude, hope, perspective)
  > **Values** (‘successful failure’ reframe to find new growth opportunities)
  > **Emotional Acceptance** (self-awareness, -care, and –regulation; change is part of life; surrender)
  > **Silliness/Humor**
Coping Strategies – Patti’s Thoughts

> Be a good role model

> Self-Care: basics are essential
> Put on your oxygen mask first, Sharpen your saw, (Re)Fill your cup
> Circles of concern and influence
> Limits and boundaries: What’s reasonable? Enough? Sustainable?
> Extend grace
> Radical acceptance
> Serenity prayer
GOD Grant ME THE Serenity TO ACCEPT THE Things I CANNOT CHANGE Courage TO CHANGE AND The Things I CAN Wisdom To Know The DIFFERENCE
Group Wisdom and Personal Action Planning

> What is working for you now?

> What **additional** specific, realistic, actionable strategies will you implement
  - For YOURSELF?
  - For your TEAM?

> Add to chat box or unmute and speak

> Workshop Evaluation