

Preventing Burnout At Work



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Learning Objectives



By the end of this session, you will be able to:

- Identify the common causes and signs of burnout
- Discuss leadership strategies that proactively prevent burnout and create resilient and caring team cultures
- Understand strategies for communicating and supporting team members experiencing burnout
- Identify personal strategies for avoiding burnout

What Is Burnout?

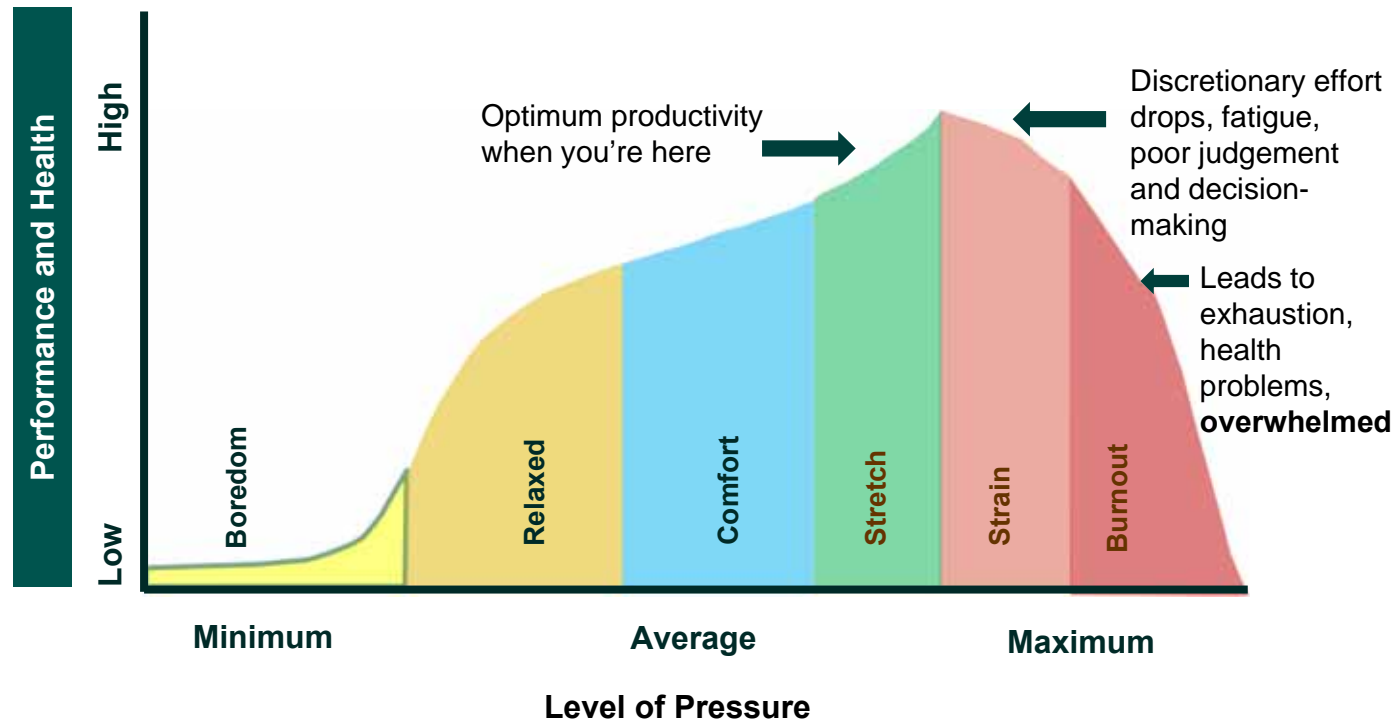
Chronic workplace stress that has not been successfully managed and characterized by:

- Feelings of energy depletion or exhaustion
- Increased mental distance, cynicism or negativity to one's job
- Reduced professional efficacy

- World Health Organization, 2019

Burnout is usually predictable

The Performance / Health Curve



Adapted from P. Nixon

Burnout Is On the Rise

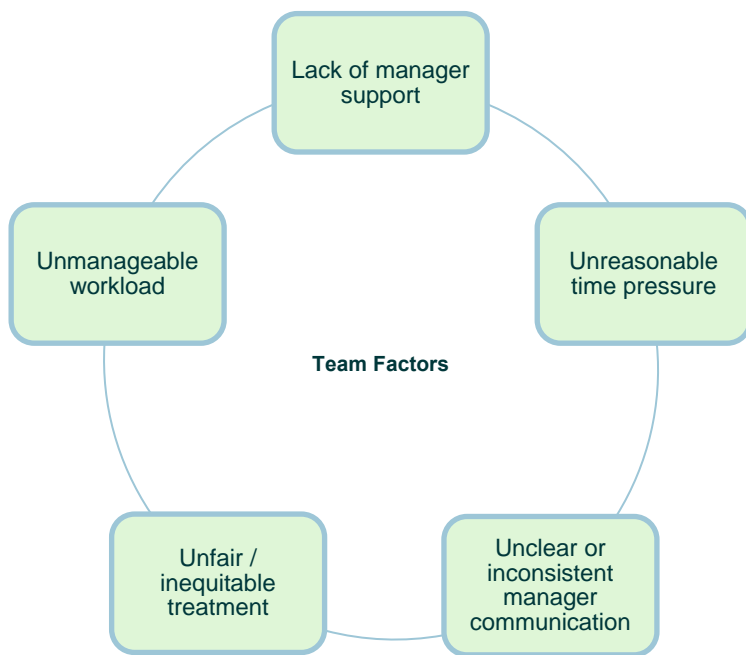
A 2021 Mental Health America Workplace Health Survey found:

- Nearly 83% of employees report feeling emotionally drained from work
- 71% of employees strongly agree workplace stress affects their mental health
- Nearly 1 in 4 employees experience more severe signs of burnout

2019 Gallup poll found employees experiencing high levels of burnout are:

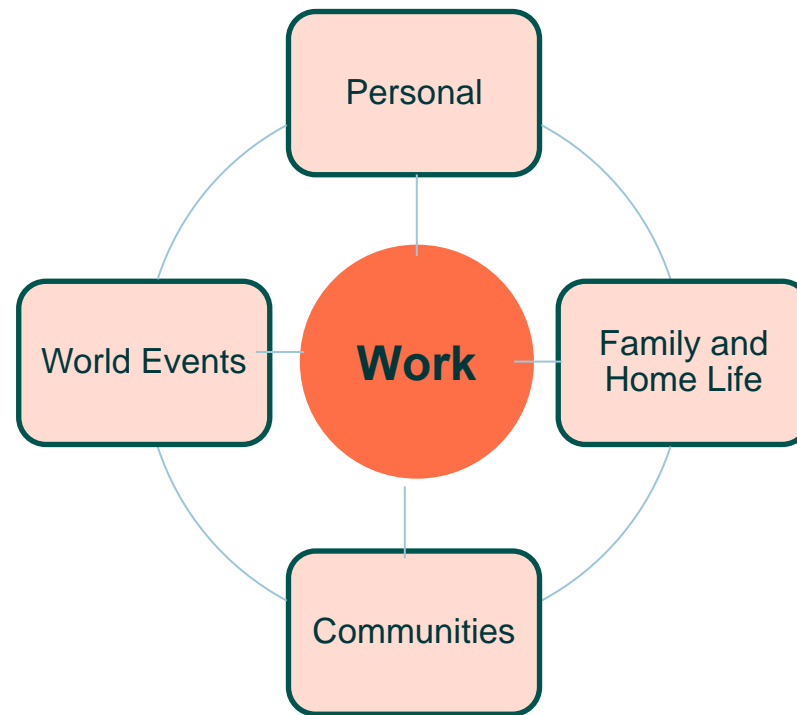
- 63% more likely to take a sick day
- 13% less confident in their performance
- 23% more likely to visit the emergency room
- 2.6 times as likely to be actively seeking a different job

What Factors Contribute to Workplace Burnout?



Source: 2021 Infinite Potential Global Workplace Burnout Study

Other Contributing Factors



Proactive Leadership: Team Culture



Preventing and addressing burn-out

Organization

- Reasonable expectations
- Fair and manageable workloads
- Care about the well-being of their team members
- Accommodate those requiring support regarding burnout

Leader

- Set clear expectations
- Regular coaching
- Observe performance and behaviour and give feedback
- Role model

Team Member

- Practices healthy habits
- Discuss work challenges with manager/ HR
- Reach out before reaching burnout

What Team Members Are Saying

2021 Infinite Potential Global Workplace Burnout Study

Leadership talks about work/life balance, but they don't allow anyone to have it when they make last-minute requests at night or on weekends.

Consistent processes need to be embedded across the organization.

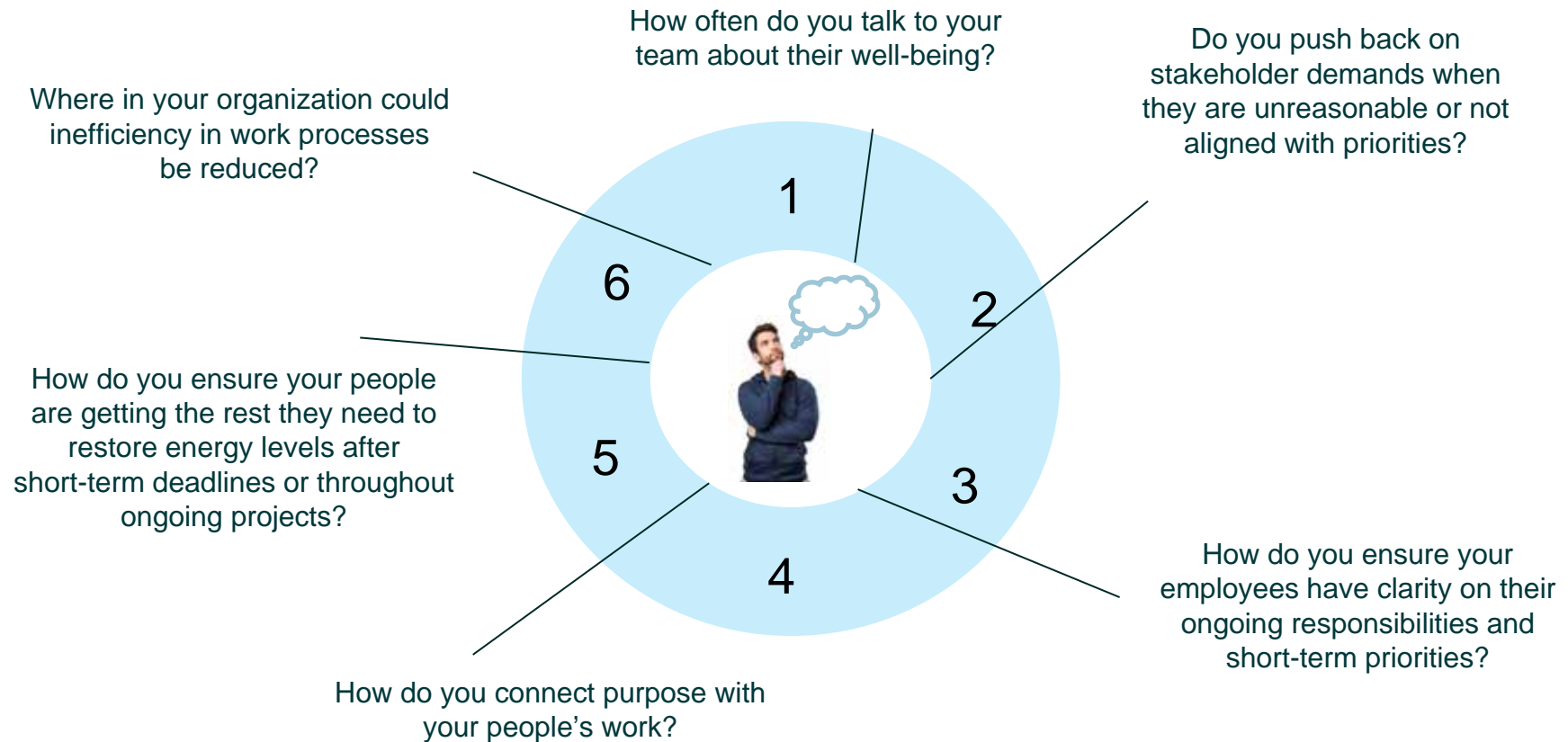
With the rigidity of digital work, some meetings need to allow space to "unload" and brainstorm.

Priorities need to be clear. I have 3 people all telling me their requests are a priority.

Giving employees more control will increase our confidence.



6 Questions for Proactive Leaders



Actions People Say Would Most Alleviate Workplace Stress

2021 Infinite Potential Global Workplace Burnout Study



Supporting Individual Team Members



When a Team Member is Struggling

Signs of potential strain & burnout

- Reports feeling exhausted and/or overwhelmed
- Complains of a lack of a good night sleep many days in a row
- Increasingly negative talk related to work
- Quick to anger, frustration and defeatism
- Decrease in quality of work
- Increased conflicts and sensitivity with colleagues

**A signal
that it's time
to act!**

When a Team Member Shares

“There’s just been so much work lately. I’ve had to work most evenings for the last few months, and it seems like it’s never going to stop. I’m dreaming about work; I wake up thinking about it. I want to be a good team member, but I can’t seem to catch my breath or keep up.”



What do you say? What do you do?

Share Your Thoughts



What does a supportive person **do** when a colleague shares?

When Someone Opens up: Listening and Empathy

Actively listen

- Eliminate distractions
- Suspend judgment
- Show interest
- Paraphrase
- Summarize
- Eye contact

Express empathy

- Recognize emotions – imagine yourself in their shoes
- Name the emotion
- Confirm the emotion
- Mirror the emotional tone
- Open body language

When a Team Member Shows Signs of Distress

Approaching a team member:

- Appropriate **time and place**
- Use “**I**” **statements** and a conversational tone
- State what you have **observed** (facts) and the potential **impact** (on you and others)
- Explain your **concern** – you want to help
- Reinforce your **confidentiality**
- **Listen, express empathy** and be supportive
- **Build a bridge** for the person to get professional help as needed

Personal Resilience: Self-care



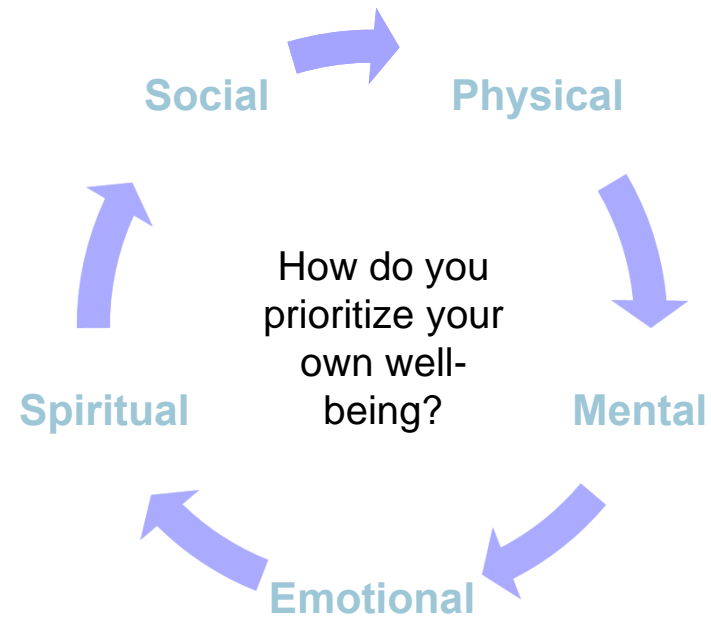
Put On Our Own Oxygen Masks First...



- Set clear limits for work, family and self-care
- Maintaining your well-being is important to fulfill your commitments to your family and to your workplace!

Personal Self-care

What strategies do you use to support a healthy work/life balance?



The Reality of Our Situation



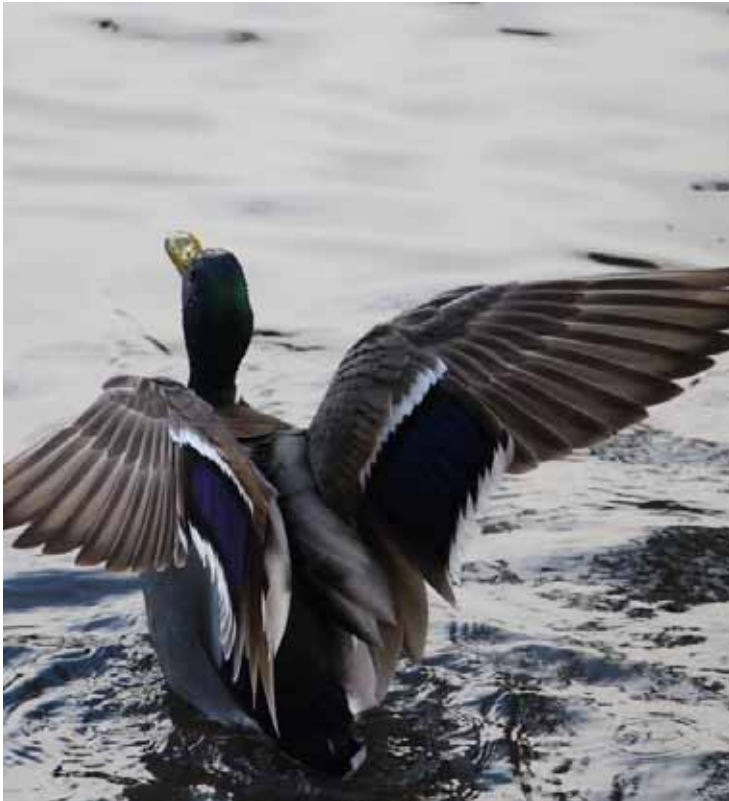
We DO have control
over:

Our thoughts

Our feelings

Our actions

Our Thoughts: Self-Talk



- Reframe stress
- Learn from mistakes and move on
- Emotions are information
- Celebrate accomplishments
- Practice gratitude
- When times are tough, adopt a “what doesn’t kill you makes you stronger” attitude
- Water off a duck’s back

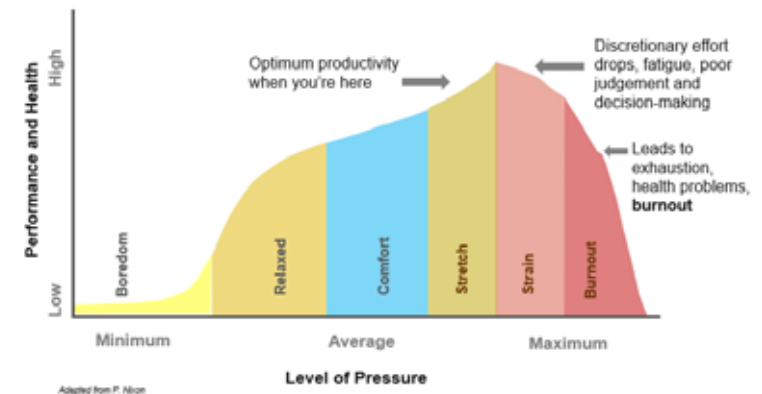
What Do You Do If You're Facing Burnout?

Talk About It

- Manager and HR
- Trusted loved ones
- Family doctor or therapist
- EAFP

Take Action

- Think about your comfort and relaxation zones
- Set boundaries
 - **Work, home, social media**



Key Takeaways

Burnout is a personal and organizational issue

Leaders can develop a proactive team culture

Supporting individual team members

Modelling a healthy work/life balance

**Your Feedback Is Important.
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Session Evaluation



Program Evaluation

Questions?