

Understanding and Coping with Burnout

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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*

<https://www.healthline.com/health/mental-health/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>

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 31 34 48 0

What are you seeing with your colleagues? What is most salient to you?

 Mentimeter



Status Report: Preventing and Minimizing Burnout

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

> **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