

CP State Emerging Leaders

Identifying
Employee Burnout &
Creative Solutions



Guided Meditation





Description of Presentation

This session will provide a comprehensive understanding of employee burnout as it presents in today's overworked and understaffed workplace.

This session will cover the definition and identification of burnout at different stages, and strategies for agencies to respond to and prevent employee burnout, including techniques for recovery, seeking support, and implementing organizational changes to reduce burnout risk.

The State of Employee Mental Health in 2024



The Emotional Impact of Work



feel
BURNED OUT
from their work



often feel
STRESSED



often feel
ANXIOUS



often feel a
**SENSE OF
BELONGING**

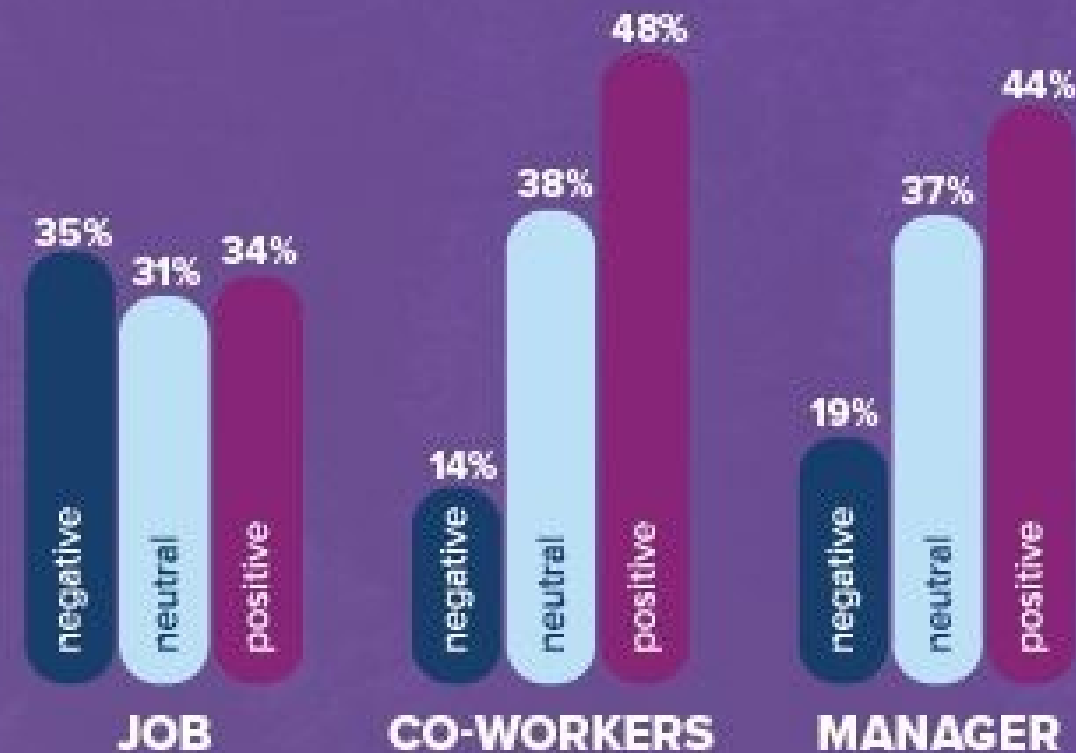


often feel
FULFILLED



The Influence of Key Workplace Factors on Mental Health

Percentage who say these factors have the following impacts on their mental health:



How Mental Health Impacts Critical Employee and Business Outcomes



Workers who are **BURNED OUT** are nearly **3 TIMES MORE LIKELY** to be **ACTIVELY SEARCHING FOR ANOTHER JOB.**



Workers who feel a **STRONG SENSE OF BELONGING** at work are **2.5 TIMES LESS LIKELY TO FEEL BURNED OUT.**

Based on a sample of 1,405 U.S. workers surveyed from Jan. 30 to Feb. 1, 2024.

Defining Burnout



Burnout is multidimensional and is due to job stress.

Job stress can be defined as the harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resources, or needs of the worker.

Symptoms of Burnout:

- Persistent negative work-related state of mind
- Exhausted, distressed, and a sense of reduced effectiveness
- Decreased motivation & developed dysfunctional attitudes and behaviors

Why Workers in our Field are Susceptible to Burnout?

1. High emotional demand of caring for people with complex needs

2. Physical demands of the job

3. Long shifts & understaffing



Factors that Contribute to Burnout

Individual Factors

1. Compassion Fatigue
2. Conflicting Values
3. Unfair Treatment
4. Unfair Expectations
5. Relationships
(Personal or Work)

Organizational Factors

1. Job Demands
2. Lack of Resources
3. Management Issues
4. Lack of Autonomy
5. Ambiguity

Signs of burnout at work



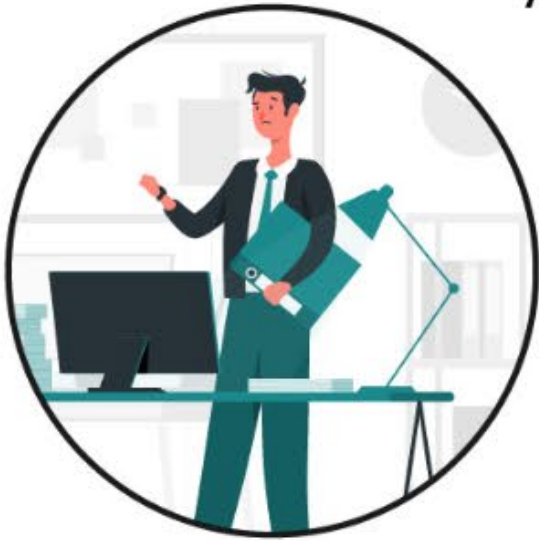
Always feeling tired



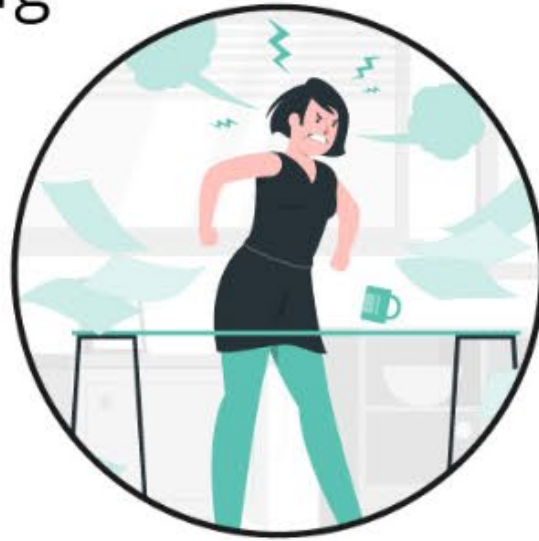
Increased anxiety



Poor work performance



Lack of motivation to work



Increase in mood swings



Other physical ailments include unable to sleep, frequent migraines, dizziness or fainting, etc.

Types of Burnout

Two types of passive burnout: most common form, internal passive, is the hardest to see, which is why companies often use surveys to detect it.

1

Internal passive

“It’s just the way things are,”
“working with them is like
hitting your head against the
wall,” “why bother?”

2

External passive

Lowering their usual
standards of performance,
withdrawing effort, relaxing
the rules, missing deadlines,
or expressing more cynicism


Theory of Emotional Contagion

Emotional contagion refers to the tendency to automatically imitate and synchronize facial expressions, vocalizations, postures, and movements with those of other people and, consequently, to converge emotionally with them.

When people work together, it is common for them to share situations and experience collective emotions, such as sadness, fear, or exhaustion.



Five Stages Of Burnout

	Honeymoon Phase	High job satisfaction, commitment, energy and creativity...
	Onset Of Stress	Optimism waning, common stress symptoms affecting you and your work...
	Chronic Stress	A Marked change in your stress levels, more intense symptoms...
	Burnout	Symptoms become critical, increasingly difficult to cope...
	Habitual Burnout	Significant ongoing mental, physical or emotional problems...

Impact of Burnout on the Delivery of Services

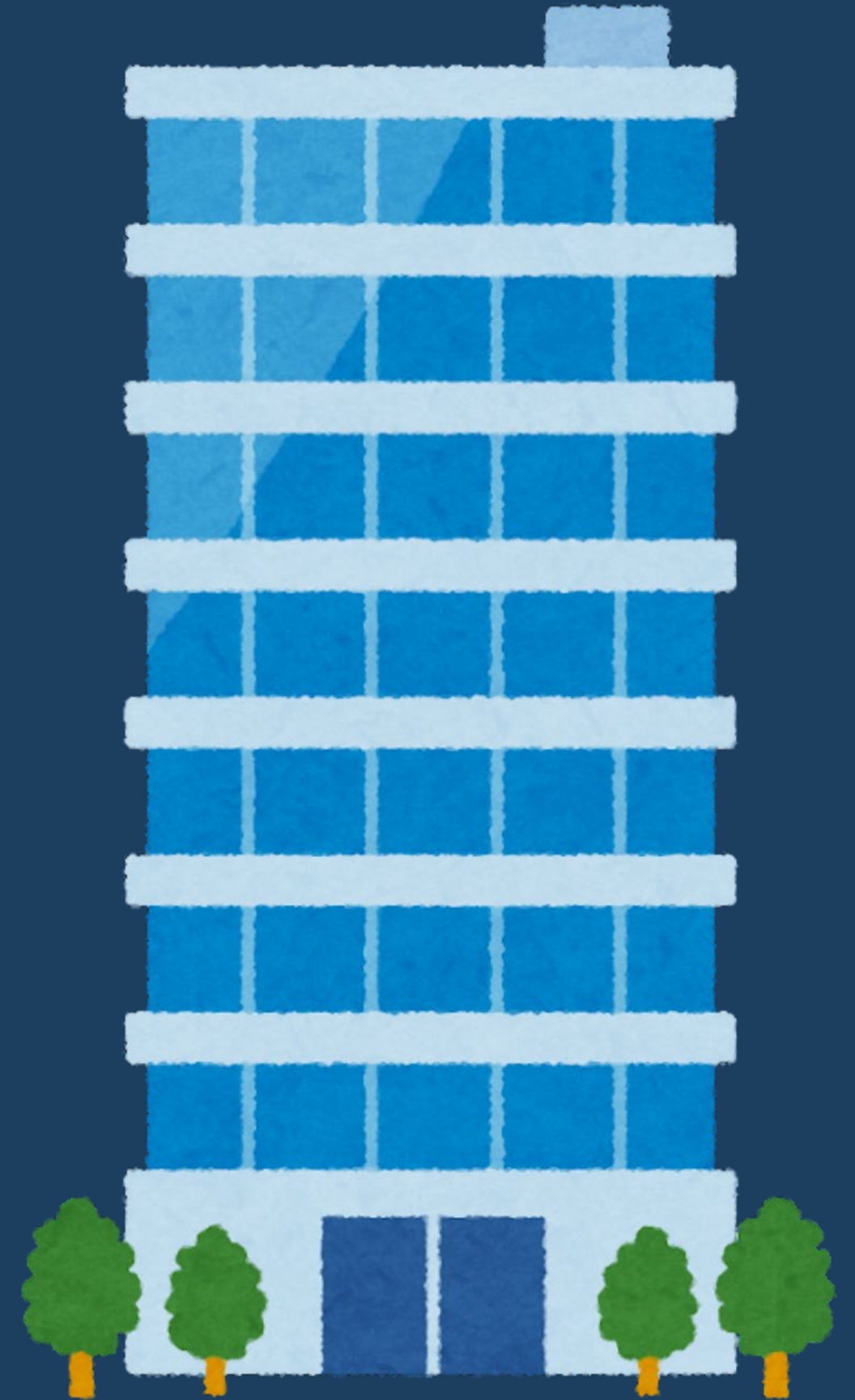
- 1.Reduced quality of care
- 2.Increased risk of errors
- 3.Strained relationships with individuals supported and their families
- 4.Negative impact on overall well-being of individuals supported



Impact of Burnout on an Organization

Disengaged employees have 37% higher absenteeism, 18% lower productivity and 15% lower profitability —and burned out employees are 23% more likely to visit the emergency room.

Gallup 2023



Strategies to avoid BURNOUT

and taking care of yourself



Practice SELF CARE

take time for yourself
get enough sleep
eat a healthy diet



Take BREAKS

rest and recharge daily
spend time in nature
regular short breaks



Manage WORKLOAD

organize your activities
break down large projects
realistic goals and deadlines



Identify SOURCES OF STRESS

reduce stress triggers
focus on solutions
challenge negative self-talk



Stay ORGANISED

write things down
declutter your space



Practice TIME MANAGEMENT

prioritize your tasks
create a schedule
productivity tools & techniques



Practice MINDFULNESS

focus on the present
gratitude and meditation
deep breathing exercises



Pursue HOBBIES

time for your passions
engage in activities you enjoy
learn new skills



Set BOUNDARIES

stay focused
learn to say "no"
unplug from technology



EXERCISE

physical activity everyday
go for a walk
yoga or stretching



Connect with OTHERS

time with friends and family
group activities
attend local events



Ask for HELP

talk to your manager or HR
seek professional help
social support

Prevention Strategies: Individuals

Implementing Boundaries
(Employees & Organizations)

Employee Mentors
(Peer to Peer)

Employee Recognition

Creative Scheduling

Creative Benefits

Professional Development

Encourage Lifestyle Change

Distribute Workloads



Prevention Strategies: Organizational Support

- Role of the organization in preventing burnout
 - Adequate staffing levels
 - Access to mental health resources
 - Supportive management and workplace culture
- Encouraging communication and feedback from employees
- Healthy workplace boundaries



9 Ways To Recover From Burnout: *Moving Forward When You're Exhausted*

Grant yourself permission to be an imperfect human

Seek professional support through therapy

Take time to actively reflect on your efforts and accomplishments

Strengthen active reflection and self-compassion practices

Develop daily strategies to prevent burnout

Create action items for systemic changes

Recognize and replace negative self-talk

Consider taking time off to hit your "reset" button

Adopt an "ownership mindset"



Recovery Strategies from Burnout

Talk about your concerns to a
Supervisor or Boss

Seek Support: Ask Co-workers
for help or go to friends
and/or family

Try a relaxing activity

Get some sleep

Exercise

Practice Mindfulness



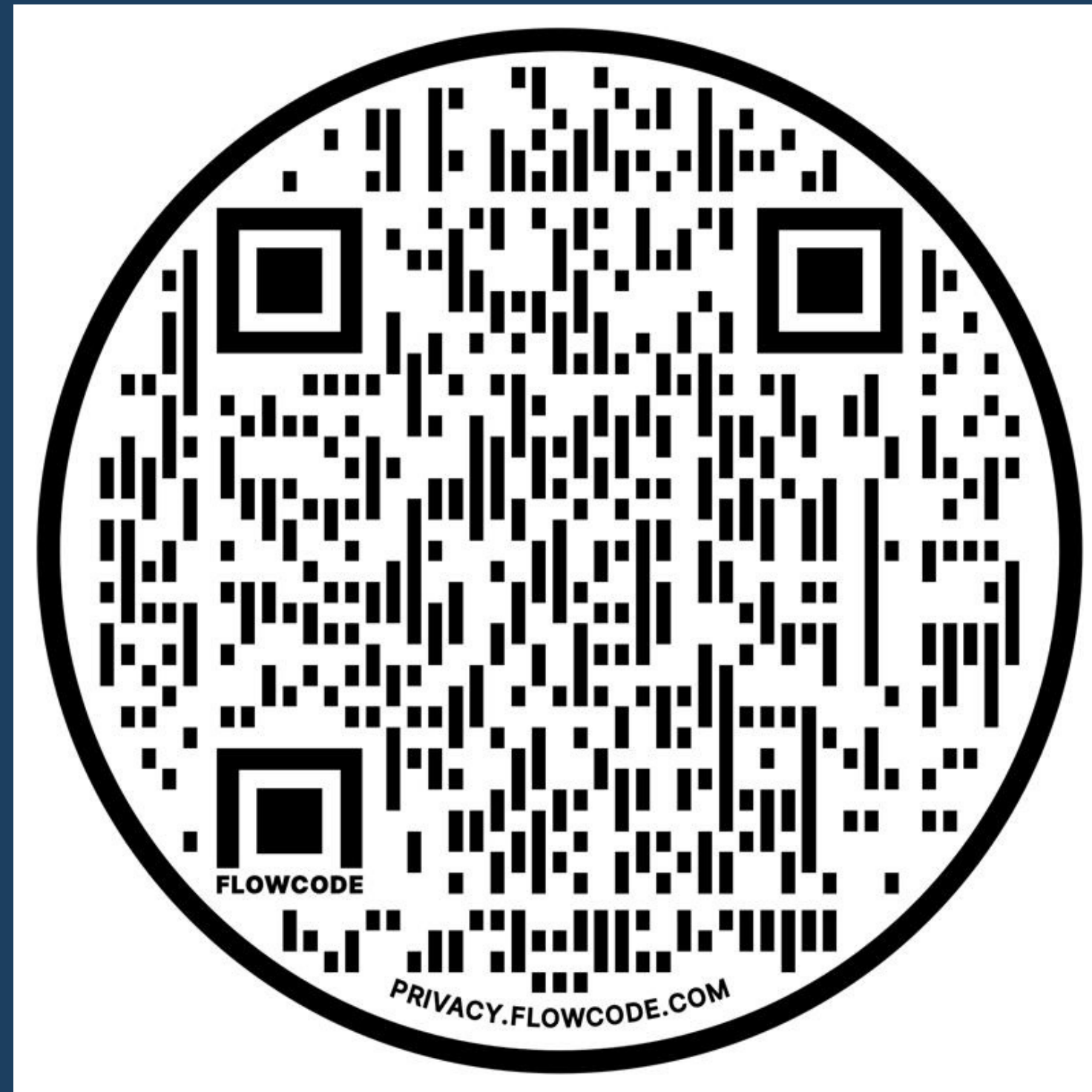
Test to Identify Burnout in the workplace

Maslach Burnout Inventory (MBI): “The MBI assesses each of these three dimensions of burnout separately.

Its format emerged from prior exploratory work on burnout in the 1970s, which used interviews with workers in various health and human service professions, on -site observations of the workplace, and case studies.”



Maslach Burnout Inventory (MBI) Test



Summary



Prevention Strategies



Recovery from Burnout



Maintaining Well -Being for Better Care

Questions & Answers



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