

Preventing Staff Burnout

An
Infopeople
Webinar

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PREVENTING STAFF BURNOUT

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AGENDA

- Burnout and Stress: What's the Difference?
- Symptoms and Stages of Burnout
- What Causes Burnout?
- Designing Jobs to Prevent Burnout
- Strategies to Help Yourself and Others Recover

WHO IS IN THE ROOM?

- Library Directors
- Supervisors
- Front-line staff
- Students
- Other

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Preventing Staff Burnout

WHAT MADE YOU CHOOSE THIS WEBINAR?

- Please answer using chat



PREVENTING BURNOUT IS A TIMELY TOPIC

- Lots of workplace stress:
 - Shrinking resources
 - Can only do more with less for so long
 - Maybe co-workers laid off?
 - Public employees are sometimes undervalued and under-appreciated
 - Technology keeps us 'on the clock' 24/7--no escape!
 - Other?

STRESS OR BURNOUT?

	Stressed Out	Burned Out
I have so much to do and so little time, I just have to push through to get it all done!		
I just want to shut myself in my office and never come out.		
I've been working 24/7 for the past month--I'm exhausted and I need some time off!		
I cancelled my vacation this year to get this work done, and nobody appreciated my sacrifice.		

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WHAT IS BURNOUT?

- Emotional
- Behavioral
- Physical



THE DIFFERENCE BETWEEN

STRESS

- Characterized by over engagement
- Emotions are over reactive
- Produces urgency and hyperactivity
- Loss of energy
- Leads to anxiety disorders
- Primary damage is physical
- May kill you prematurely

BURNOUT

- Characterized by disengagement
- Emotions are blunted
- Produces helplessness and hopelessness
- Loss of motivation, ideals, and hope
- Leads to detachment and depression
- Primary damage is emotional
- May make life seem not worth living

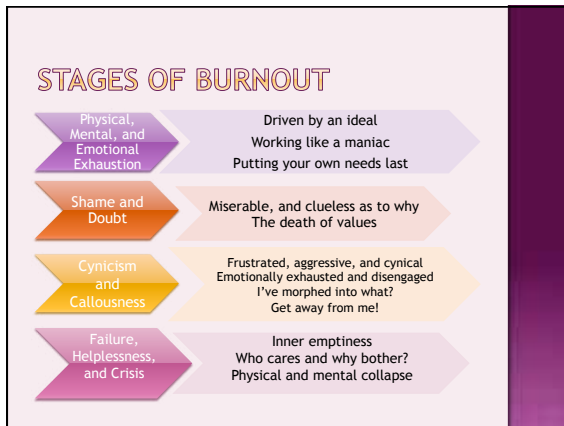
STRESS/BURNOUT

"When we expend energy, we draw down our reservoir. When we recover energy, we fill it back up. Too much energy expenditure without sufficient recovery eventually leads to burnout and breakdown (**Overuse it and lose it**). Too much recovery without sufficient stress leads to atrophy and weakness (**Use it or lose it**)."

-Jim Loehr and Tony Schwartz
The Power of Full Engagement

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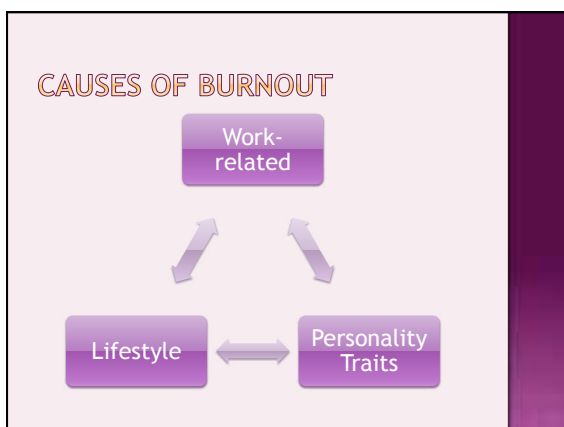


BURNOUT ASSESSMENT

For each question, place an X in the column that most applies.

	Not at All	Rarely	Sometimes	Often	Very Often
Physical	1. Do you feel tired and drained?				
	2. Are you ill a lot due to lowered immunity?				
	3. Do you have frequent headaches, back pain, or muscle aches?				
	4. Do you have a change in your appetite or in your sleep habits?				
Emotional	5. Do you have feelings of failure or self-doubt?				
	6. Do you feel helpless, trapped, or defeated?				
	7. Do you feel detached from others, alone in the world?				
	8. Do you feel unmotivated?				
Behavioral	9. Do you feel cynical and negative—as if you expect the worst out of others?				
	10. Do you feel a decreased sense of satisfaction or accomplishment?				
	11. Are you withdrawing from work or family responsibilities?				
	12. Are you isolating yourself from others at work or at home?				
	13. Are you procrastinating, or taking longer to get things done?				
	14. Are you using food, drugs, or alcohol to cope?				
15. Are you taking out your frustrations on others?					
16. Are you skipping work, coming in late, or leaving early?					
Add the number of Xs in each column					

Handout #1: Burnout Assessment



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WHAT PERSONALITY TRAITS DO YOU THINK CONTRIBUTE TO BURNOUT?

- Use chat to tell us



PERSONALITY TRAITS INCLUDE

- Perfectionist tendencies
- Pessimistic view of oneself and the world
- Need to be in control
- High-achieving, Type-A personality

WHAT LIFESTYLE ACTIVITIES LEAD TO BURNOUT?

- Lifestyle = choices people make about how to balance life and work
- Use chat to tell us about the choices that contribute to burnout



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LIFESTYLE CAUSES INCLUDE

- All work and no play!
- Being too many things to too many people
- Taking on too many responsibilities without enough help from others
- Not getting enough sleep
- Lack of close, supportive relationships

WHAT ARE SOME WORK-RELATED CAUSES OF BURNOUT?

- Use chat to tell us



WORK-RELATED CAUSES INCLUDE

- Lack of **results, rewards, recognition, and relief**
 - Little or no control over your work
 - Unclear or overly demanding job expectations
 - Doing work that's monotonous or unchallenging
 - Lack of recognition for good work
 - Working in a chaotic or high-pressure environment

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LOOKING AT YOUR OWN WORKPLACE...

- Use chat to suggest some ways you could minimize workplace causes of burnout



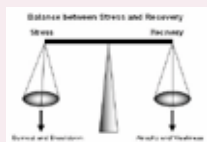
DESIGNING JOBS TO PREVENT BURNOUT

- Reality check
 - Expectations and priorities
 - Is the job do-able?
- Build in control
- Diversify tasks
- Examine fit between the person and the job
- Support collaboration
- Give feedback and recognition



HOLISTIC APPROACHES INCLUDE

- Promote balance in the culture
 - Build in fun, humor
 - Meditation and exercise
- Engage in realistic self-assessment
 - Break self-defeating thought patterns
 - Encourage others to do the same



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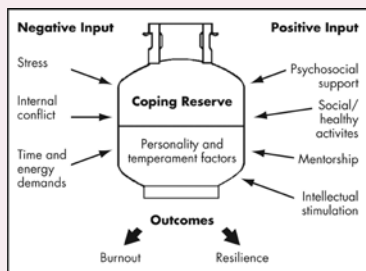
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BURNOUT PREVENTION TIPS

1. Unplug and take stock
2. Purge what's not necessary
3. Play!
4. Pay yourself first
5. Take a weekly sabbath
6. Cultivate beginner's mind



BUILDING RESILIENCE



Dunn, Iglewicz, and Moutier: A Conceptual Model of Medical Student Well-being: promoting resilience and preventing burnout

STRESS HARDY PERSONALITY

- Control
- Challenge
- Commitment



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TOO LATE FOR PREVENTION?

- Slow down
- Get support
- Re-evaluate your goals and priorities
- Acknowledge your losses

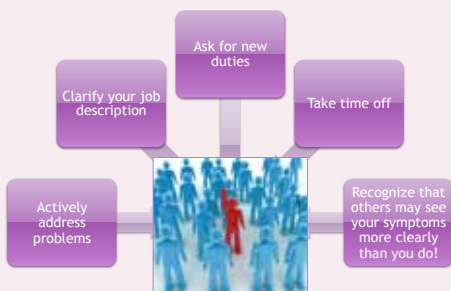


ACKNOWLEDGE LOSSES

- Idealism
- Role or identity that came with your job
- Physical and emotional energy
- Friends, fun, sense of community
- Esteem, self-worth
- Control or mastery
- Joy, meaning, purpose



COPING WITH JOB BURNOUT



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ACTION PLAN

• Handout #2: Action Plan

1. What is one thing you will do to help prevent burnout in your workplace?
2. What is one thing you will do for yourself, so that you can keep from burning out at work?

Use the chat to share an answer to the first question.

QUESTIONS?

RESOURCES A-F

- Borysenko, Joan Z. Fried: Why You Burn Out and How to Revive Carlsbad, CA, 2011
- Bring Your Life Into Balance: Helpguide's stress-busting, mood-boosting toolkit for building emotional skills. helpguide.org/toolkit/emotional_health.htm
- Burnout Self Inventory. aipm.wellnesscheckpoint.com/library/banner_main.asp?P=338992ASM2C&zsection=Burnout%20Self%20Inventory&lang=E&title=N
- Dunn LB, Iglewicz A, Moutier C. *A conceptual model of medical student well-being: promoting resilience and preventing burnout.* Acad Psychiatry. 2008 Jan-Feb; 32(1):44-53
- Employee Burnout. employer-employee.com/Burnout.html
- Freudenberger, Herbert and Geraldine Richelson. Burnout: The High Cost of High Achievement New York, NY, 1981

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RESOURCES: G-Z

- Gorkin, Mark. *Four Stages of Burnout*: stressdoc.com/four_stages_burnout.htm
- How to Prevent Burnout From Stress: Live like a Sprinter, a Long Distance Runner. lifeevolver.com/prevent-stress-burnout-live-sprinter-long-distance-runner/
- Laughter is the Best Medicine: The Health Benefits of Humor and Laughter. helpguide.org/life/humor_laughter_health.htm
- Preventing Burnout. Livestrong.com/article/14719-preventing-burnout/
- Preventing Burnout: Signs, Symptoms, Causes, and Coping Strategies. helpguide.org/mental/burnout_signs_symptoms.htm

THANK YOU!

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