



Welcome to today's Infopeople Webinar!

Infopeople is dedicated to bringing you the best in practical library training and improving information access for the public by improving the skills of library workers. Infopeople, a grant project of the Califa Group, is supported in part by the Institute of Museum and Library Services under the provisions of the Library Services and Technology Act administered in California by the State Librarian. This material is covered by [Creative Commons 4.0](#) Non-commercial Share Alike license. Any use of this material should credit the funding source.

# Burnout or Bounce Back?

## *Building Resilience*



Infopeople 

Presented by Debra Westwood

*January 19, 2017*

# What is Burnout?

Occupational  
Stress

Karoshi

Compassion  
Fatigue

Secondary  
Traumatic  
Stress Disorder

Vital  
Exhaustion

Professional  
Stress  
Syndrome

Thanks for being here.

***Your presenter today:***

Debra Westwood  
Library Regional Manager  
King County Library System  
Bellevue, WA

[dwestwood@kcls.org](mailto:dwestwood@kcls.org)



# What we'll cover:

- Burnout – what is it?
- What factors contribute to Burnout?
- Resilience – what is it?
- What can you do to nurture your own Resilience?



# Stress vs. Burnout

Stressed Eric



Burnt out Eric

(Eric was too  
tired to pose for  
this cartoon,  
apologies)

©hills www.myburnoutthing.com



Physical  
signs and  
symptoms

# Physical signs and symptoms

- Feeling tired or drained (**exhausted**) most of the time
- Lowered immunity, frequent illnesses
- Frequent headaches, back pain, muscle aches
- Changes in appetite or sleep habits



Emotional  
signs and  
symptoms

# Emotional Signs & Symptoms

- Detachment, blunted emotions
- Sense of helplessness or low self worth
- Self blame
- Depression



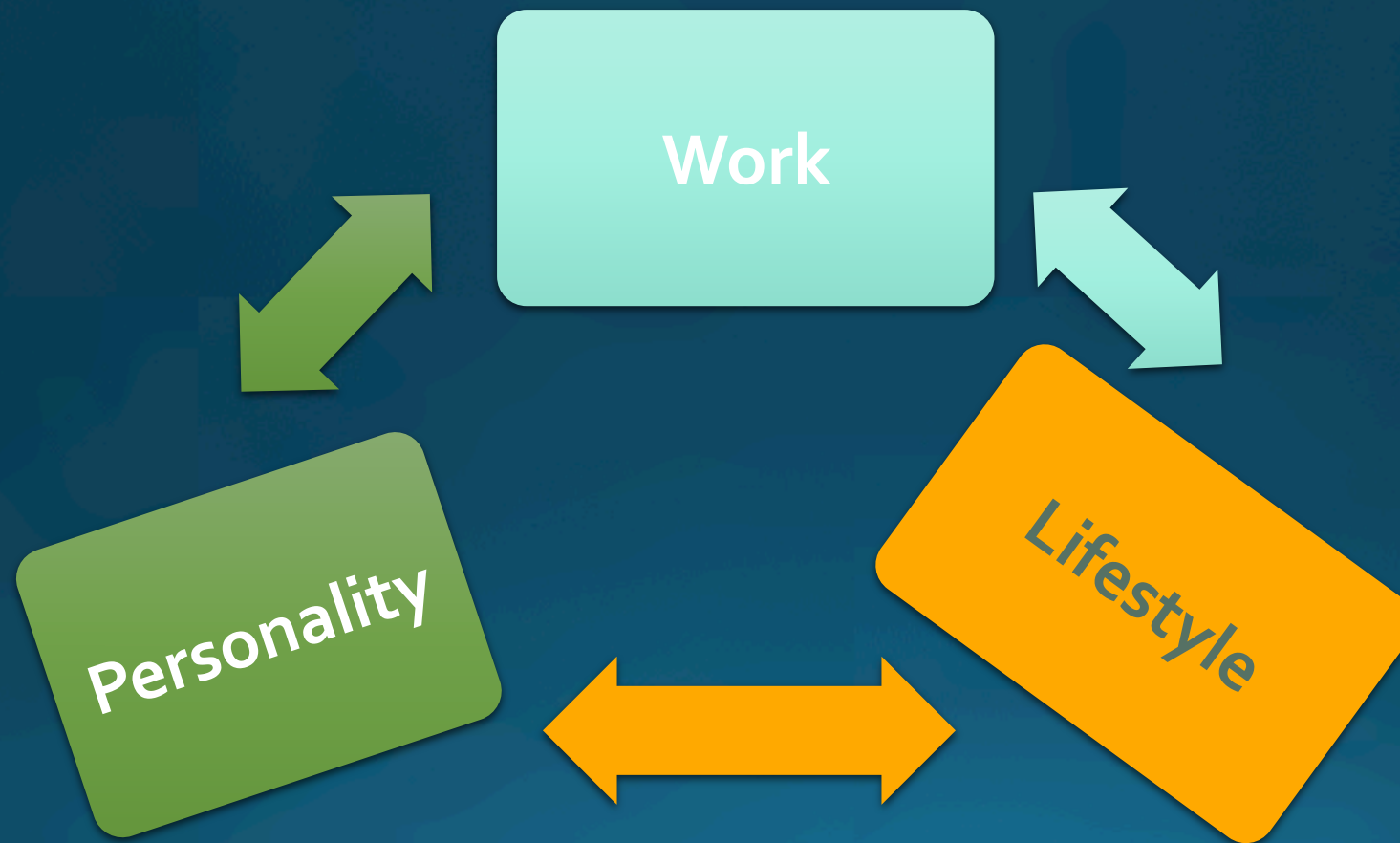
# Behavioral Signs & Symptoms



Behavioral  
signs and  
symptoms

- Withdrawal or isolation
- Taking longer to get things done
- Using food, drugs, or alcohol to cope
- Taking out frustrations on others
- Skipping work, coming in late and leaving early

# What Factors Contribute to Burnout?



What **WORK-RELATED FACTORS** might contribute to burnout?



# WORK-RELATED FACTORS

Unclear or overly demanding job expectations

Feeling like you have little or no control over your work

Lack of recognition or rewards for good work

Doing work that's monotonous or unchallenging

Working in a chaotic or high-pressure environment

## Work-related Factors

Feeling like you have little or no control over your work

Lack of recognition or rewards for good work

Unclear or conflicting job expectations

Doing work that's monotonous or unchallenging

Working in a chaotic or high-pressure environment

**Which of these factors can you influence?**

- **As an employee?**
- **As a manager?**



**What LIFESTYLE FACTORS might  
contribute to burnout?**



**Lifestyle**

# LIFESTYLE-RELATED FACTORS

Work & life are out of balance

High demands on the homefront

Unbalanced sleep or nutritional habits

Lack of close, supportive relationships

Poor time management habits

# LIFESTYLE-RELATED FACTORS

Work & life are out of balance

High demands on the homefront

Unbalanced sleep or nutritional habits

Lack of close, supportive relationships

Poor time management habits

**Which of these factors can you influence?**  
**As an employee?**  
**As a manager?**

**What PERSONALITY TRAITS might  
make one more vulnerable to  
burnout?**



**Personality**

# PERSONALITY-RELATED FACTORS

Perfectionism or reluctance to delegate to others

Pessimistic view of yourself and the world

High-achieving, Type A personality

Can't say "No."



# Personality-related Factors

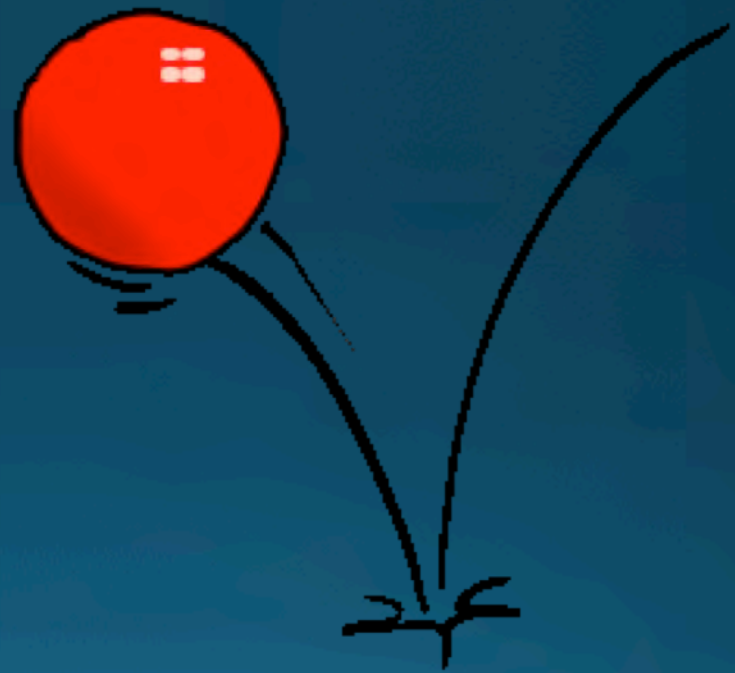
Which of these factors can you influence?

- As an employee?
- As a manager?

Successful managers embrace Excellence!  
How to Succeed: You Can Have It All!

# Maintaining Your Bounce

What can do to  
enhance your ability  
to bounce back?  
How can you build  
your **Resilience**?



# *What is Resilience?*

*"...the positive psychological capacity to rebound, to 'bounce back' from adversity, uncertainty, conflict, failure or even positive change progress or increased responsibility."*

Anne S. Masten, (2001). "Ordinary Magic: Resilience Processes in Development".  
*American Psychologist* 56 (3): 227–238.



# Building Resilience

## Self Care

- Physically
- Psychologically
- Socially

Vanderbilt University Center for Faculty & Staff Health & Wellness <http://healthandwellness.vanderbilt.edu/ql/resilience-toolkit.php>



# Physically

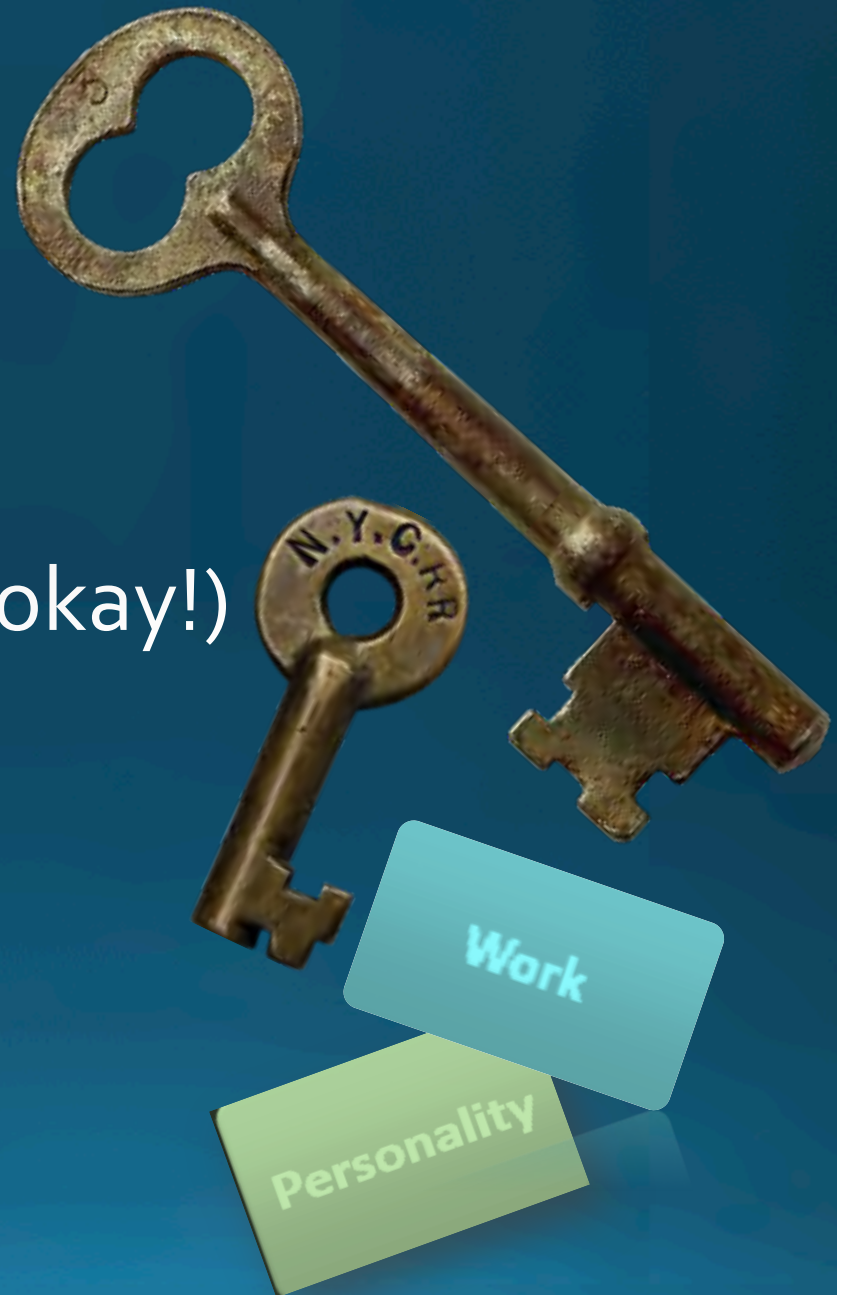
- Nutrition
- Sleep
- Exercise/Physical Activity
- Disconnect



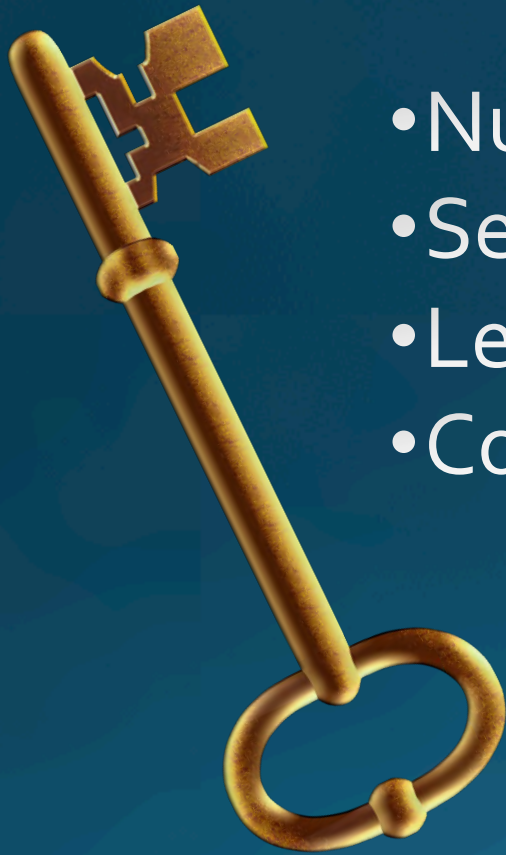
**Lifestyle**

# Psychologically

- Boundaries
- Ask for help (really, it's okay!)
- Perspective
- Gratitude
- Forgive & ~~forget~~ learn



# Socially



- Nurture your network
- Seek out mentors or helpers
- Let yourself laugh
- Communicate

Lifestyle

# Tools : Models for Resilient Problem Solving

## AIA (Action-Insight Acceptance) Model

## Resiliency Advantage Model

### AIA Model \*

#### Action-Insight-Acceptance

#### Action

- Have I taken all the action I can take?
- Are there any other choices available to me?

#### Insight

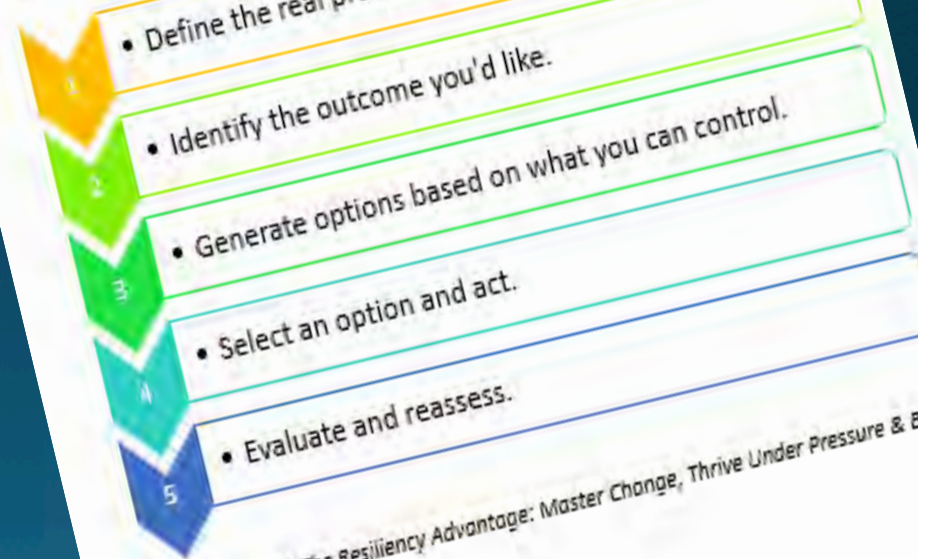
- Have I gained all the insight I can about the situation?
- Is there any more information available to me?

#### Acceptance

- If there's nothing left to be done, what do I need to do to make peace with this?
- Don't take it personally.
- Re-direct your energy to the tasks ahead

### Resiliency Advantage Model

Key: Focus on the things you can do something about rather than the things outside your control.



Al Seibert (2005) The Resiliency Advantage: Master Change, Thrive Under Pressure & E  
Back from Setbacks  
CA: Berrett-Koehler Publishers



# What did we cover:

- Burnout – what is it?
- What factors contribute to Burnout?
- Resilience – what is it?
- What can you do to nurture yours?
- What's next?



# What's YOUR plan?

Take a few moments to make a contract with yourself (or with a colleague) :

- What are 2 things I can do to help bolster or restore my own resilience?

AND/OR

- What is one thing I can do to create an environment that promotes resilience?

Questions?  
Insights?  
Additions?

七転び八起き

Fall down seven times, get up eight

Thank you for joining us today.