Welcome to today’s Infopeople Webinar!

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Burnout or Bounce Back?

Building Resilience

Infopeople

Presented by Debra Westwood

January 19, 2017
What is Burnout?

Occupational Stress

Karoishi

Compassion Fatigue

Secondary Traumatic Stress Disorder

Vital Exhaustion

Professional Stress Syndrome
Thanks for being here.

Your presenter today:
Debra Westwood
Library Regional Manager
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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)
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 & Symptoms

- Detachment, blunted emotions
- Sense of helplessness or low self-worth
- Self blame
- Depression
Behavioral Signs & 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?

- Work
- Personality
- Lifestyle
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
Which of these factors can you influence?

- As an employee?
- As a manager?

*Work-related Factors*

- Feeling like you have little or no control over your work
- Lack of recognition or rewards for good work
- Unclear or inconsistent regarding job expectations
- Doing work that’s monotonous or unchallenging
- Working in a chaotic or high-pressure environment
What LIFESTYLE FACTORS might contribute to burnout?
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?

- 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
What PERSONALITY TRAITS might make one more vulnerable to burnout?
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.”
Which of these factors can you influence?

- As an employee?
- As a manager?
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.”

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
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
Tools: Models for Resilient Problem Solving

AIA (Action-Insight Acceptance) 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

1. Define the real problem based on what you can control.
2. Identify the outcome you’d like.
3. Generate options based on what you can control.
4. Select an option and act.
5. Evaluate and reassess.

*AI Selbert (2005) The Resiliency Advantage: Master Change, Thrive Under Pressure & 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?
Thank you for joining us today.