



Burnout or Bounce Back? Building Resilience



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
Karoshi
Secondary Traumatic Stress Disorder
Vital Exhaustion
Compassion Fatigue
Professional Stress Syndrome

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Thanks for being here.

Your presenter today:

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

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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



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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

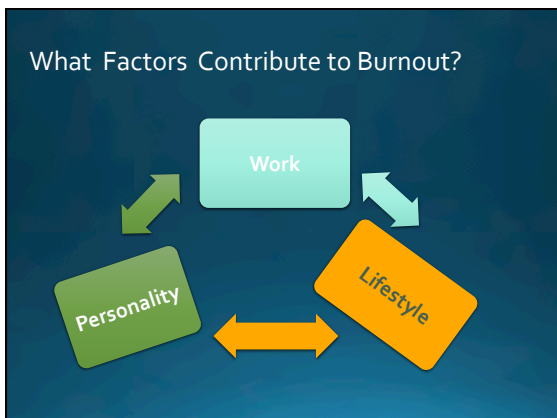
- Detachment, blunted emotions
- Sense of helplessness or low self worth
- Self blame
- Depression

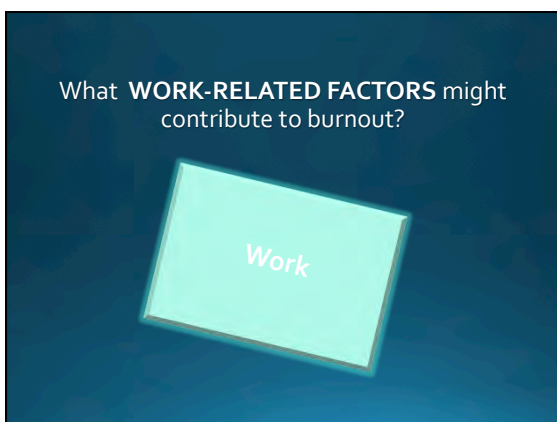


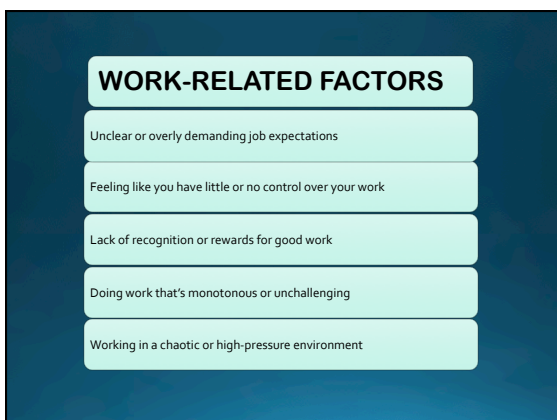
Behavioral Signs & Symptoms

- 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

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Work-related Factors

Which of these factors can you influence?

- As an employee?
- As a manager?

Feeling like you have little or no control over your work

Lack of recognition or rewards for good work

Unclear or conflicting expectations

Doing work that's monotonous or unchallenging

Working in a chaotic or high-pressure environment

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

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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."

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Personality-related Factors

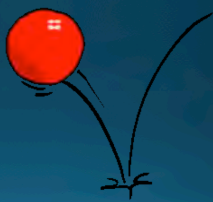
Which of these factors can you influence?

- As an employee?
- As a manager?

Personal messages: Embrace Excellence! One to Success! You Can Make It All!

Maintaining Your Bounce

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



What is Resilience?

Burnout or Bounce Back? Building 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, (2003). "Ordinary Magic: Resilience Processes in Development".
American Psychologist 58 (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



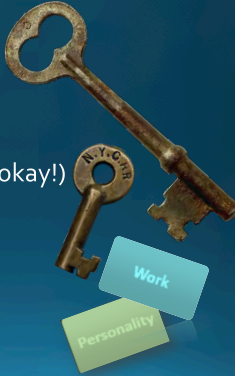
Lifestyle

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Psychologically

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



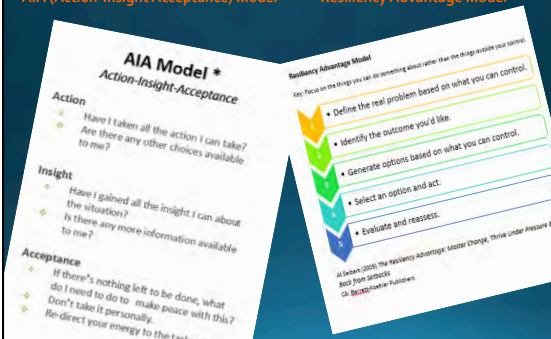
Socially

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



Tools : Models for Resilient Problem Solving

AIA (Action-Insight Acceptance) Model **Resiliency Advantage Model**



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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?

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