

## Burnout or Bounce Back? Building Resilience

Webinar Chat

January 19, 2017

Guest:Ann Marie Salerno

Chuck - Infopeople Project:Anytime you have a question just ask here in chat.

Brenda:thank you

Sereptha Strong:Thanks

Ashley:The descriptions and symptoms of burnout sound similar to depression. Can you differentiate the two?

Jessica Williams:You may address this later in the presentation, but I would love to hear recommendations for sharing this information with colleagues who are uncomfortable admitting that they may be suffering burnout.

Robyn Godfrey:me too, Jessica

Sereptha Strong:Good question Ashley...when I see the physical signs and symptoms, I think I might be burned out. If you still have passion for your work and/or get excited about new projects, then you are not burned out, correct?

joni:Would add How you Respond to Distraction

Ashley:Sereptha, but depression also has physical symptoms. And can cause someone to feel disconnected from their passions and their work.

Thea Hart:Being understaffed

joni:public service rewards are ones you give yourself

DWray:repetition

Mark:a bad supervisor

Dana Brumbelow:Poorly communicated expectations

joni:amen to being understaffed

Sereptha Strong:What are the main points that I should share with staff i.e. a cheat sheet?

Dana Brumbelow:If you are the employee, you should seek for further clarification

joni:Can tell someone that you do better with more frequent and lower key feedback

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Dana Brumbelow: Sometimes no one is able to give it to you, so you have to figure it out on your own.

Dana Brumbelow: That's an excellent idea Joni

Mark: It depends. Some supervisors aren't approachable, or are micromanagers and perfectionists. Pessimistic attitude.

Kirsten Tillman: Very true, Mark.

Ashley: If the number of tasks assigned to you is overwhelming, as an employee, you can talk to your manager about your workload (ask for something to be taken away, or ask for priorities)

Lauren Wadelius: Heavy is the head that wears the crown, they say. As the manager, it's hard to find support for myself.

Dana Brumbelow: If you are the manager, you really have to work at getting your message across and in different ways.

Sereptha Strong: ditto to being understaffed...poor communication or lack of communication or information that is only communicated to some staff, not all staff

Sereptha Strong: \*ditto

joni: A cheerful heart is good medicine for everyone--avoid whining at all costs

Dana Brumbelow: I did too - but whining can be a favorite past time for things beyond your control. :)

Courtney Moses: I remain positive, however don't judge anyone for whining, that's how some people cope.

Holly Birkelien: good point about employees asking for prioritization. As a supervisor I find I might think they know, but they do not.

Sereptha Strong: Good statement Joni! :-)

Dana Brumbelow: Yup, Courtney. And all whining isn't bad.

joni: Don't want to be the overly cheerful type either

Courtney Moses: I try to be the person everyone can talk to, but that has gotten to be stressful

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position.

Sereptha Strong:You have to have an outlet to offload stress e.g. exercise, music, art, family members/freinds who will listen, etc.

joni:being part time is not a bad thing for me

Michael:overly cheerful people make me suspicious :)

Courtney:As ex miitary I am accustomed to high volume, fast paced work and need that to continue at work in order to continue wanting to be at work.

joni:I have exercise twice a week and it's amazing how hard it is to keep that time to myself without feeling guilty

Sereptha Strong:lol Michael... :-)

Lauren Wadelius:delegation is my goal for 2017. It's hard to do, but my staff would love some projects that are out of their boxes

Courtney:Not sleeping because I am not doing anything productive at work, My adjustment is creating more work to do

Robyn Godfrey:I feel the same way, Joni

joni:I have the advantage of forgetting last week, given attention deficit.

joni:So that's part of why I wake up cheerful most of the time

Dana Brumbelow:The best thing I ever did for myself was to learn to set boundaries.

Courtney:Hate exercising, did all that in the military

Alice Paterra:I feel that I am expected to delegate so much of my job that there is nothing left for me to do. So why should I come to work if all I do is stand around bored all day?

Jennifer:Courtney, I can relate to everything you are saying...

Holly Birkelien:I love to spend time with my dogs. Honestly they help me reduce stress greatly.

joni:I hate exercise, too, Courtney, but it sure made me feel ten years younger and when my husband died, those new friends really counted.

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NaKisha Thomas:Hi, I am trying to take notes, but I seem to be writing too slow, are your slides/notes going to be available at the end to print?

Courtney Moses:Holly, yes! Critters are the best.

Jennifer:As a manager my staff is very needed and an emotional drain

Leah:Delegation seems to cause my work load to increase instead of decrease

Lizz Roberts:ACK! All of these apply...

Mary Augugliaro - Infopeople:The slides and handouts for today's webinar are available here <https://infopeople.org/civicism/event/info?reset=1&id=640>

Sereptha Strong:A few years ago, you would have thought I was burned out because I was exhibiting all the signs and symptoms. Then, I was diagnosed with sleep apnea which explained everything. Imagine only getting 2 hours of sleep everynight for a few years!

Sereptha Strong:\*ago

Lizz Roberts:Well, maybe not pessimistic, but certainly not my normal happy self right now.

Gayle Gordon:Adult ADD

NaKisha Thomas:Thank you

Courtney:@ Jennifer, if you are ex military, so you say to self , What wrong with civilians? That's how I feel when I hear all the complaints.

joni:oh yeah, the raincloud!

Dana Brumbelow:Some of my colleagues would tell me I could walk through a burning building and wouldn't be bothered. I've had to learn that what doesn't worry me might worry others.

Holly Birkelien:Sometimes delegation becomes time consuming because of the training or help you may have to put into it, but ideally it is worth it.

Gayle Gordon:Delegating is hard for me.

Sereptha Strong:\*exhibiting \*every night

Gayle Gordon:Introvert- opposite of Type A

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DWray:I'm Type A but I'm working on delegating and not putting so much pressure on myself

Lizz Roberts:Gayle G. - Are you diagnosed? Looking into this...

Dana Brumbelow:---- ENTP personality. I'm pretty thick skinned.

Courtney Moses:Yup, I am the go to, can't say no.

Robyn Godfrey:When learning to say NO it helps to begin with, "Can I have some time to think about that?"

Gayle Gordon:Not yet, but I think I fit the description. I need to see someone to know for sure

Marina Rose:I have to remind myself that it is okay to not be on every committee that I'm invited to participate in.

Lizz Roberts:"Done is the enemy of perfect"

Lizz Roberts:I mean Perfect is the enemy of Done!"

Wilma:What if it not done properly?

DWray:I think I'm an ENTJ Dana

joni:Being done with more things is a great feeling, even if some of them are the small things.

Gayle Gordon:INFJ

Holly Birkelien:Learning the individual personality traits of the people I manage so that I can "customize" how I delegate has helped. Not very easy esp with high turnover.

Jennifer Ori:ISFJ

joni:Counters the fatigue of having too many windows open like the computer

Courtney:I recently learned I have no control over anything that I was assigned to. A real factor in not wanting to be a factor

Kirsten Tillman:As a new manager how do you handle staff that are stuck in their ways, because "we did it like this in the past".

Kirsten Tillman:\*stuck

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joni:When my sons complain about the computer skills of older management, I cringe because i know I can spend more time on an email than they would approve

Marina Rose:That's a great question, Kirsten.

Gayle Gordon:Kirsten, I was going to ask that too. I have some folks who don't like change and they have been around longer than me.

DWray:OMGosh I work with someone like that. She's been here 40 years and doesn't want to try new approaches to anything

Courtney:Yes.

DWray:it's very frustrating

Michael:The culture of the organization has a lot to do with how some people perceive how they have to work.

Mark:Or managers that think they know everything because of their experience. Feedback is always woulda, coulda, shoulda.

joni:It would be great if some of us always had breaks or lunch together instead of all separately

Courtney Moses:Kristen, ask, get feedback, don't just change for changes sake.

Courtney Moses:\*Kirsten, my bad.

Kirsten Tillman:Lol. It's okay. We you have staff that have not had a manager in over a year so things weren't being done the "right way" from the beginning.

Michelle Ford:With changing things, if you can explain why you are changing things for example the numbers are down, might help. I don't mind change, but give me a good reason why it is being done.

Kirsten Tillman:\*when you

joni:Amen about the positive change and resilience

joni:Yes, Where is magic bullet?

Courtney Moses:Does the Magic bullet only take two or three pulses, lol.

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DWray:LOL

Robyn Godfrey:The Danish call their magic bullet "hygge"

Holly Birkelien:Stretching, if you sit at the desk all day!

joni:I saw that, too Robin, the hygge, but I can't remember what it is

Gayle Gordon:take a walk around the library and neighborhood during break or the rest of lunch if you only use about half of it to eat.

Sereptha Strong:Walking...I have a FitBit and I joined an online walking community, Walkadoo.

Holly Birkelien:Quit facebook 2.5 years ago, would never go back.

Courtney Moses:We have a lady that works in the back of our library that walks around the building outside when she comes up. It gives her some fresh air.

Holly Birkelien:I have a fitbit. Love it. Helps me set goals.

Lisa Echols:I haven't been on Facebook since December 30th - very liberating!!

Lisa Echols:December

joni:Was reading about how we live in a 'curating' type culture.

karen rollins:Gayle, Almetta and I use to do the same things, walk.

Kirsten Tillman:I deactivated my page on Dec 31st Lisa! I am right there with you.

Gayle Gordon:We have more TMI than people ever had in the past

Holly Birkelien:My fitbit helps remind me to move every hour. I go walk the stacks when I need a break from desk. Helps my steps get up and I get to see what the collection actually looks like.

Gayle Gordon:It's great to be able to walk to the rec center and around the pond!

Sereptha Strong:Yes, Holly! :-)

joni:I usually don't sit at my desk. It's hard because the computer is set up for sitting, but I do everything I can standing

Holly Birkelien:How do you do it, Joni? Do you bend over?

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Courtney Moses:Or removing/ taking off notifications of toxic Facebook friends.

Courtney:Joni =, the alternative is a standing reference desk.

joni:I sure try not to--you really have to watch the posture!

Gayle Gordon:I take breaks form the news and Facebook, but I can't get away permanently

karen rollins:Forgive and learn is good. How can you ever forget.

Sereptha Strong:Prayer/meditation/quiet time

joni:Thinking about bringing a box out to make my station higher, but we switch and that seems hard

Mary Augugliaro - Infopeople:The slides and handouts for today's webinar are available here <https://infopeople.org/civicrm/event/info?reset=1&id=640>

Courtney Moses:Humor is my main coping mechanism.

Melissa Kelly:I have Petty Gripe Day. Everyone is welcome to gripe about anything, but they can't expect and response or a fix. It's just a time to get something off your chest. It often helps you to see how really PETTY your gripe is.

Sereptha Strong:Service to others, so you are not so focused on self.

joni:Courtney, I would love a standing reference desk and still have a chair where I could sit down at points

Courtney:Great Idea Joni

Lauren Wadelius:I use our EAP I think every workplace should offer it

joni:Does anyone have a mentor?

Holly Birkelien:I had a supervisor suggest EAP to me once, and it came off negative. I know the benefit is there, but being careful how to phrase it as a supervisor is key.

Courtney Moses:My mentor was my old supervisor, she was and is the best.

Holly Birkelien:I had a mentor in my previous position-it was CRUCIAL to my self-esteem and development. So glad I had that as a resource.



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Sereptha Strong:Thanks Mary. I was able to download the slides and handouts during the webinar. That is cool!

Mary Augugliaro - Infopeople:You're welcome Sereptha!

Courtney:I know it's hard trying to promote a program for work in your off time when you really want that program to be successful.

joni:At the branch where I trained everyone had good ideas for me--and I would ask each one different kinds of questions.

Holly Birkelien:Our library system had a library card sign up contest, and the winning branch got to have a pizza party while the administrators ran the branch :D

Courtney Moses:Forced fun is not fun, keep that in mind.

Courtney:We did those type interactions under another manager, but this group barely talk to each other under this manager.

pat:I do several "Just for fun" throughout the year. This past Christmas, I asked everyone to give me their favorite Christmas song. Made up a form for people to guess whose favorite songs were what. Everyone gets candy for filling out form

Courtney:Work is no longer a place were it fun. It's just work, function and go home. Very flat

Courtney Moses:^ Same.

joni:Really enjoyed our staff day at the Central Library when everyone attended and went to trainings and lunch

joni:Plus, we were paid for attending! It was very cool.

Gayle Gordon:I really like Staff Say too

Courtney:JOni I look forward to staff day every year.

Gayle Gordon:Staff Day!

Courtney Moses:We do something like that each spring, Joni.

joni:I love meeting people from other branches

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Robyn Godfrey:When overwhelmed I spend an hour or two weeding collections. Very cathartic.

Courtney Moses:I just miss the people that moved to other branches. :(

Gayle Gordon:I actually like weeding too!

joni:weeding is great fun

Gayle Gordon:Weeding. Can't type today

Holly Birkelien:I weed, clean, pick up trash outside the branch, calisthenics in my cube (ha)

Courtney:Found a snake on the shelf that way. I'm very cautious now

Holly Birkelien:to "decompress" while at work

joni:At least you have the fun of being surprised and happy to see people again in different settings

joni:Chocolate really works for almost everyone!

Courtney Moses:I have a snake plushie on my desk, lol.

Chuck - Infopeople Project:<https://infopeople.org/civicrm/event/info?reset=1&id=640>

Courtney:This was real SNAKE

Holly Birkelien:If I found a snake in the stacks, wow. I don't know what I'd do.

Dana Brumbelow:Good webinar. I listened as I counted our weekly deposit.

Jennifer Ori:yeah, love or dead snake?

Jennifer Ori:\*live

Courtney:Live

NaKisha Thomas:I really enjoyed this hour with all of you, I got good points written down to share with my co workers. Thank you

Gayle Gordon:I like snakes as long as they are the non-venomous types!

Ashley:I highly recommend DeskYogi

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Brenda:thank you, great webinar

Courtney:... Anger, and probably hungry.

Courtney Moses:Cleaning is my stress relief.

Ashley:It was recommended in another webinar I saw about burnout

joni:really enjoyed this webinar more than I thought I would!

Robyn Godfrey:I looooooove weeding... going to do some right now

Sereptha Strong:My supervisor gave everyone a stress ball.

joni:Personalizing my space is like creating an oasis

Delores Preston:enjoyed webinar, great info

Courtney Moses:Everyone says that. lol.

Gayle Gordon:I also like to take some time to organize my desk. Doing that today.

Sereptha Strong:Oh, I love cleaning too!!

dl:transcript of your lecture here would be helpful

Ashley:I like building things with my hands - knitting, sewing, construction

Dana Brumbelow:Getting out of the building, helps.... Lunch, breaks, errands (for my employer), etc.

karen rollins:the webinar was helpful. I especially like the advice to disconnect when you have to.

DWray:I'm with you Ashley!

Courtney Moses:I also enjoy videogames, rpg games.

Thea Hart:Question for Debra: I moved from a work environment that had few or no work-related burnout factors to one that has every factor. I am not a manager/supervisor. Do you have suggestions for actions I can take to create a workplace that supports resilience? So many of these issues seem related to the workplace culture here.

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Sereptha Strong:Great webinar...presenter, course material and chat! :-)

Courtney:Okay, I do like a clean storage area.

Ashley:Thanks for depression answer. :-)

Nancy Schleh:Great webinar. Thanks

Robyn Godfrey:Hi Thea, it was similar here a number of years ago. We found that making an effort at "recognition", even for the smallest of victories, made a big difference.

Dana Brumbelow:I wouldn't trust anyone at work to keep this confidential, even if they were trustworthy.

Jessica Williams:Thank you, Debra.

Courtney:I may not be able to do the entire 6 years on retirement from the topic, but it's a start. Thank you

joni:Asking permission is asking to be told no

Courtney Moses:^Not to me, learn to explain yourself.

joni:a Tom Peters quote--but not asking is dangerous in bureaucracy

Gayle Gordon:I've heard the expression "It's easier to ask forgiveness than permission" but I've found that not to be true.

Ashley:I was thinking the problem solving models would be my 1 share too.

Sereptha Strong:problem solving model. Thanks!

Thea Hart:Hi Robyn---how did you recognition work? What can I do as a non-manager? Seek to acknowledge the work of my colleagues? I feel like it would be more meaningful coming from the management team.

Kirsten Tillman:Gayle I've learned that too.

joni:People talk a big game about imagination

Courtney Moses:Have a great day everyone. :)

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Bryce Francis:Thea, I wouldn't underestimate the power of acknowledgment from peers. When a peer takes the time to mention something I've done, it really makes me feel proud

DWray:enjoyed the webinar

Lizz Roberts:Thank you!

Sereptha Strong:Wow, imagine that!..Easier could have been a 2 hours webinar.

Michelle Ford:Thank you for a very helpful webinar.

Robyn Godfrey:Hi Thea, it might be, but it can be as simple as "you handled that patron/situation really nicely, thank-you". Even on the front lines. :)

joni:Thanks again!

Padma:Thank you!

Delores Preston:thanks

Ashley:Yes, peer recognition can sometimes seem even more genuine

Gayle Gordon:Thanks!

Michele Fenton:Thanks!

Anastasia:Thanks!

Holly Birkelien:Thank you!

Martee:Good webinar

Chuck - Infopeople Project:<https://www.surveymonkey.com/r/RTRX3VC>

Thea Hart:Ok, that is helpful. Thank you Bryce, Robyn,

Kirsten Tillman:Thanks!!!!

Thea Hart:Ashley