Overview

- Defining Burnout
- The Importance of Identifying Burnout
- Signs of Burnout
- Factors Contributing To Burnout
- Helpful Hints in Combating Burnout

Defining Burnout

"Physical or mental collapse caused by overwork or stress."

- Burnout results when individuals experience:
  - increasing amounts of stress
  - emotional exhaustion
  - and de-personalization

- Job Stress = a state of fatigue

Defining Burnout (cont.)

Who Gets Burnout?

- Doctors?
- Technicians?
- Opticians?
- Front desk staff?
- Office Manager?
- Coding & Billing?

EVERYONE!

Who is in danger of BURNOUT?

Those that care!

How do you know BURNOUT has happened?

That person no longer CARES!
Importance of Identifying Burnout

Superstar employees are the last to see burnout in themselves.

Burnout...
- Reduces productivity & saps your energy.
- Leaves you feeling increasingly helpless, hopeless, cynical, & resentful.
- Can eventually make you feel like you have nothing more to give.

Importance of Identifying Burnout (cont.)

Burnout
- Brings about negative thoughts.
- Occupies the majority of your time.
- Prevents you from loving your loved ones.
- Makes you physically ill.

Can kill you!!!

Signs of Burnout

- Withdrawn & isolated.
- No energy / No desire (depressed).
- Medicating (alcohol or drugs).
- Increased sensitivity & irritability.
- 3x’s more likely to be sick.
- No longer laugh or have fun.
- Work is a “chore”; quality drops.

Signs of Burnout (cont.)

Fear is a negative emotion caused by a real or perceived threat to our well-being.

Anxiety is unease & nervousness about an event, person, or problem we can’t control.

Worry is to dwell mentally on difficulties or troubles that are of chronic concern.

It takes two things to “feel” BURNOUT:
Loss of desire & Loss of hope.

Factors Contributing to Burnout

- Excessive workloads.
- Inadequate training for job.
- Negative criticism (all stick; no carrot).
- No support.
- Stressful home life / bad relationship.
- Poor health / lack of sleep.
- Too many years in one job.
- Not enough recreational time (time off).
- Lack of exercise.

Factors Contributing to Burnout (cont.)

Workplace Stressors
- Chaos / Crisis Management.
- Absent or misguided leadership.
- Lack of:
  - Standards.
  - Consistency.
  - Accountability.
  - Recognition.
Factors Contributing to Burnout (cont.)

Don’t let the staff “terrorist” win!

Helpful Hints in Combating Burnout

Employee Helpful Hints

• Recognize “I’m burned out!”
• Discuss it with SOMEONE!
• Be willing to get help
• Set boundaries
• Monitor your progress
• Be health conscientious (Sleep? Exercise? Diet?)
• Look for solutions to problems
  — Quit trying to find MORE PROBLEMS!

Helpful Hints in Combating Burnout (cont.)

Employee Helpful Hints (cont.)

• Learn something new (think: “job diversity”)
• Do what you can; decline taking on more than that
• Ask for help when you need it
• Take adequate breaks from work
  • Lunch
  • Vacations
  • Slow times = fresh air time!
• Find balance between work & home

Helpful Hints in Combating Burnout (cont.)

Employee Helpful Hints (cont.)

• Deep breathing; Meditation? Yoga?
• Daily exercise (a simple walk does wonders!)
• Seek spirituality — Prayer? Church? Time w/nature?
• Continuing Education (you’re getting some NOW!)
• New goals (Get certified? Cross-train?)
• Try NEW (fun!) things outside your comfort zone
  — It will help you reach out & meet new people
  — Learning new things reawakens us to how great life is!

Helpful Hints in Combating Burnout (cont.)

Set Goals For Yourself

S.M.A.R.T.
• Simple
• Measureable
• Attainable
• Realistic
• Timed

You can’t hit a target you can’t see. If you don’t know where you are going, then you are already “there”. Are you happy with “there”? If not, you need to set GOALS (a target you can see)
Helpful Hints in Combating Burnout (cont.)

Eat Healthy

• Nuts - Replace our depleted Vitamin B & Potassium
• Red Peppers & Oranges – Gives us Vitamin C
• Salmon - Omega-3s – good for brain, heart, hair, etc.
• Spinach & Kale – Magnesium & Lutein
• Dark Chocolate – Lowers cortisol (fight-or-flight hormones)
• Tea – Lowers cortisol levels. Brings “calm”.

Exercise

• Exercise is a stress reliever
• Good for blood circulation & heart
• JUST WALK. That’s it. You’ll be amazed!

Leadership / Management Helpful Hints

leadership / management helpful hints

Create an atmosphere that’s fun
Job diversity for employees
Start a RECOGNITION program; @ the very least PRAISE good work!
Pay attention! – when star performers are ‘dimming’ there is a problem!
Teach & encourage your staff
TALK to your people! Get to know them
Fire the “dead wood” dragging others down

leadership / management helpful hints

Be visible - Be available - Act when necessary
Be unified
Establish clear Goals & Vision
Establish clear:
Job Descriptions
Chain of Command
Report times
Who “owns” what
Accountability = it starts at the TOP

Leadership / Management Helpful Hints:

• Burnout happened over a long period of time
  – it will take a while to recover
• Make adjustments as necessary (we are all different; figure out what THAT employee needs!)
  – Cut back hours they are working?
  – Reduce taskings on that person?
  – Ask them what they think might help?

Summary & Conclusion

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Thank you!

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