

Understanding Burnout

Bellingham MA Library

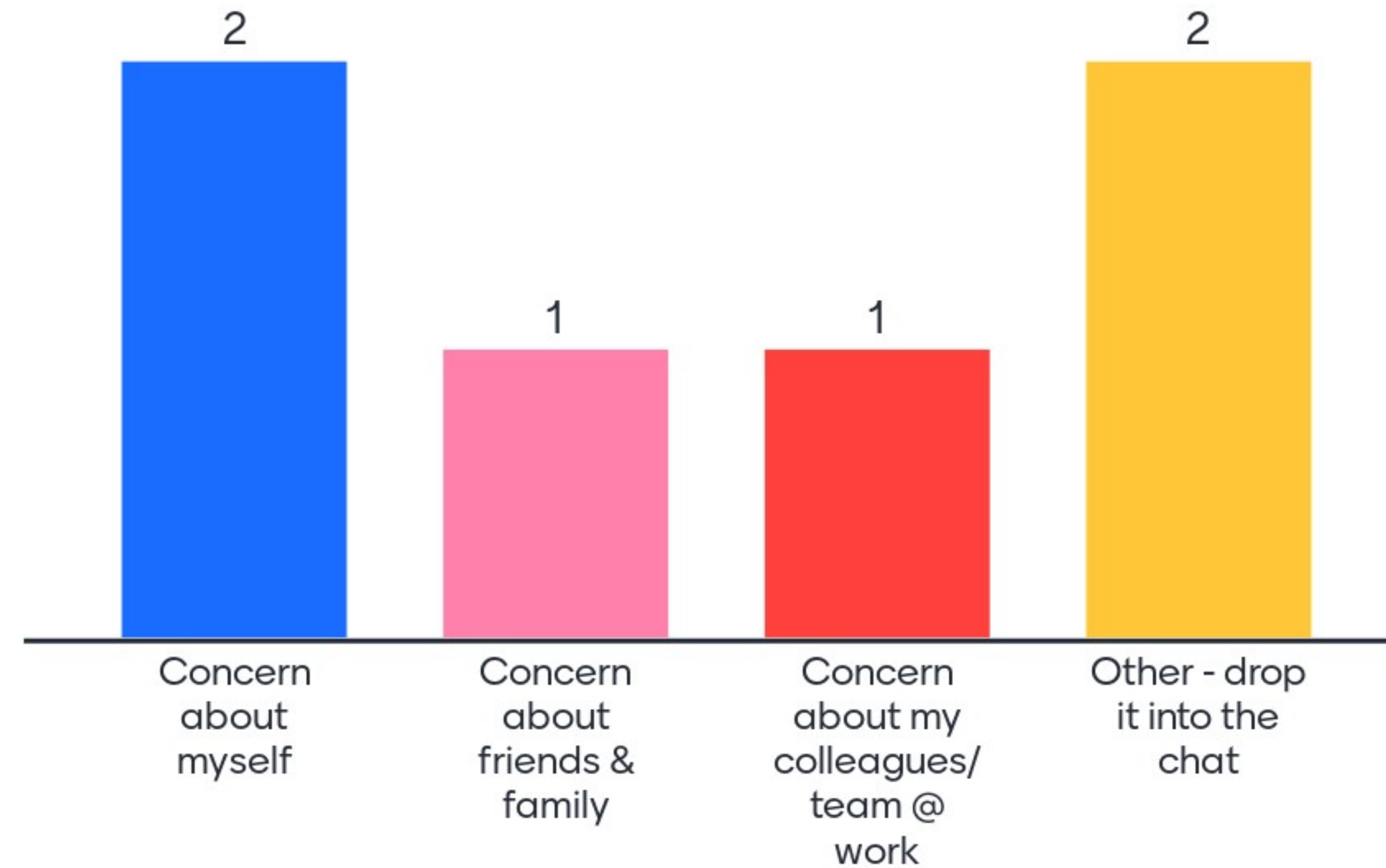
Presented by: Cally Ritter, LICSW

What's one word that captures how you're feeling tonight?

11 responses



Why are you attending tonight's presentation?



Goals for tonight's conversation:

- Why burnout matters
- Definition/symptoms/stages of burnout
- Reversing burnout
 - Individual options
 - Systemic/employer options





Impact of Burnout:

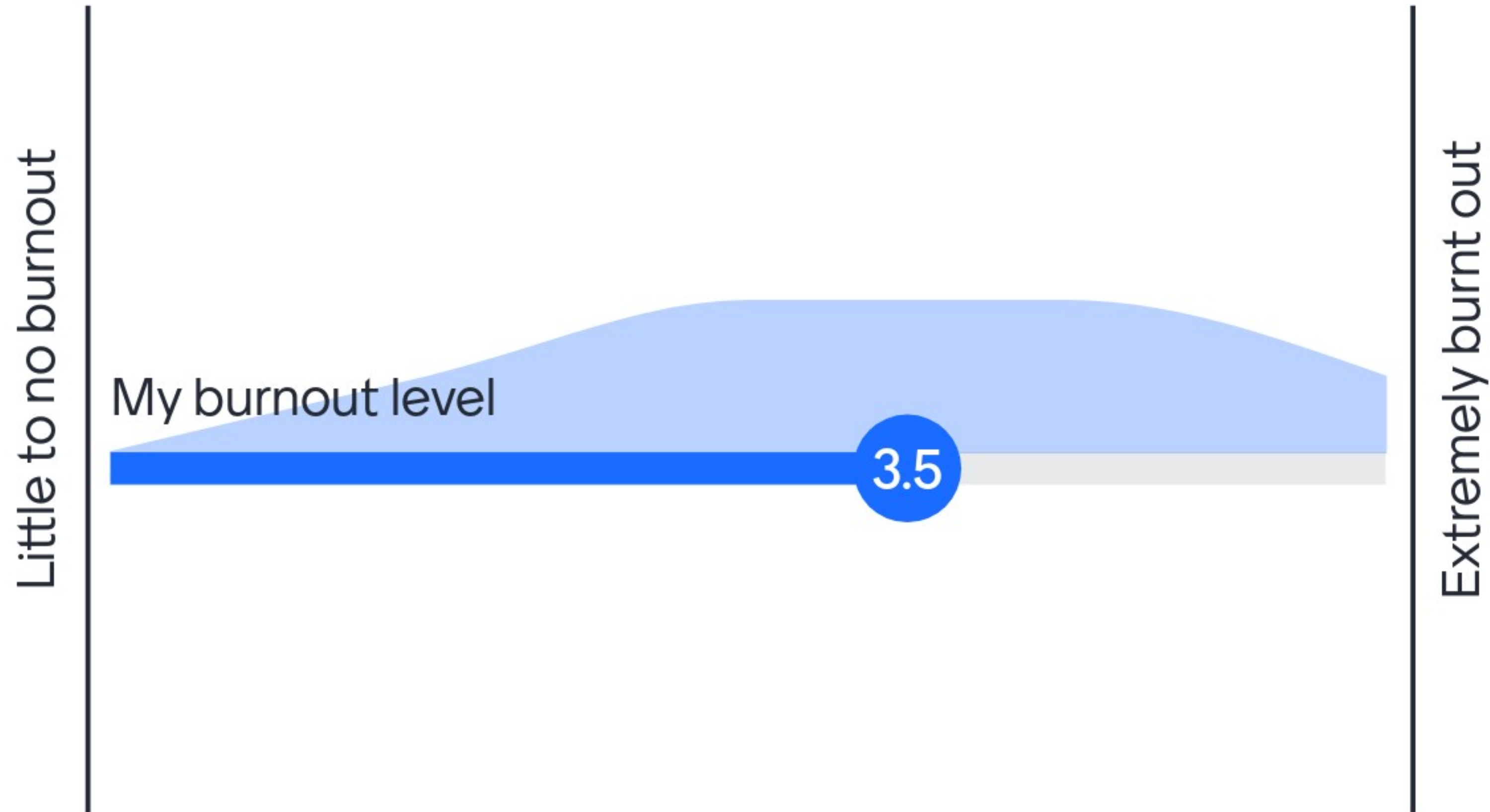
- McKinsey survey (2022) of 15,000 workers across 15 countries found that **25%** of employees experienced burnout symptoms
- Spring Health Survey (2020) reports **76%** of Americans experience burnout
- Journal of General Internal Medicine (2023) reports burnout for **56%** of nurses, **54%** of clinical staff, **47%** of doctors and **46%** of non-clinical staff
- Gallup (2019) estimates burnout costs companies **\$3,400** for every \$10,000 spent on salaries

According to Diamond Rehab's research, compared to all 50 states, MA has the highest level of burnout.

In the last year, the monthly search for burned out terms was highest in Massachusetts, with 690 searches per 100,000 residents.



How burnt out are you?



What is burnout to you?

7 responses

Exhaustion that is not repaired by sleep

Unsustainable stress level

Over eating

Feeling overwhelmed

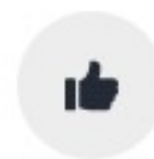
When my purpose gets interrupted on a functional basis and the negative voice outweighs the positive. I have to work at it!

When you feel so overwhelmed-you just feel as if you are done.

Trouble with sleep

Burnout is a state of mental and physical exhaustion caused by one's professional life.

American psychologist, Herbert Fruedenberger, coined the phrase BURNOUT in 1974.





According to Stanford's Christina Maslach, burnout is marked by:

- Emotional exhaustion
- Depersonalization, cynicism and withdrawal from relationships
- Lower professional efficacy, work becoming unfulfilling and unsustainable



Burnout is:

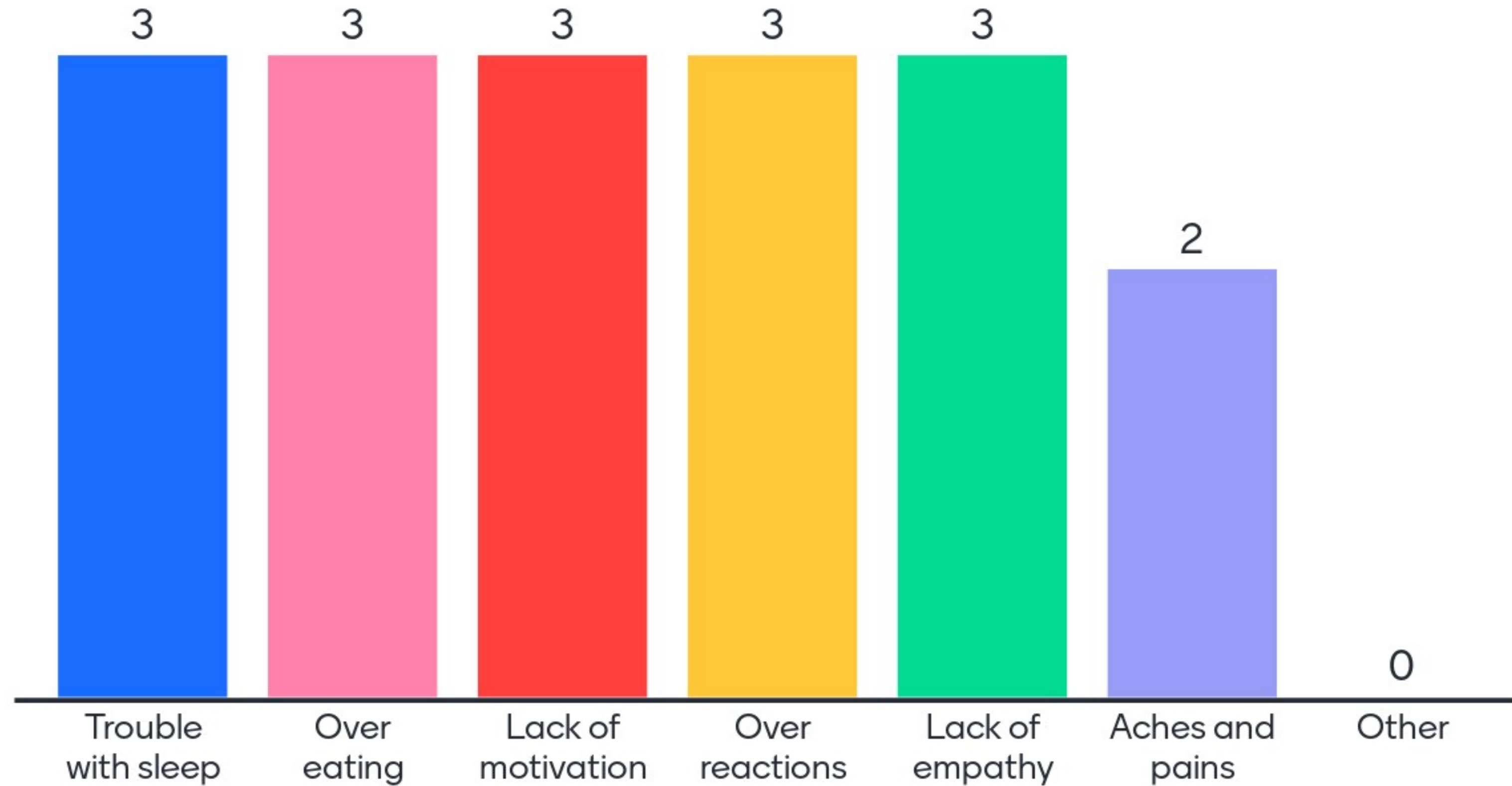
- Recognized by the WHO with a ICD-10 code
 - Defined as a state of vital exhaustion
 - Is an occupational syndrome
- Not currently recognized as a mental health disorder, it's not in the DSM 5

Burnout Is NOT

- About personality
- A psychological weakness
- A bad attitude
- An individual problem



What are your symptoms of burnout?



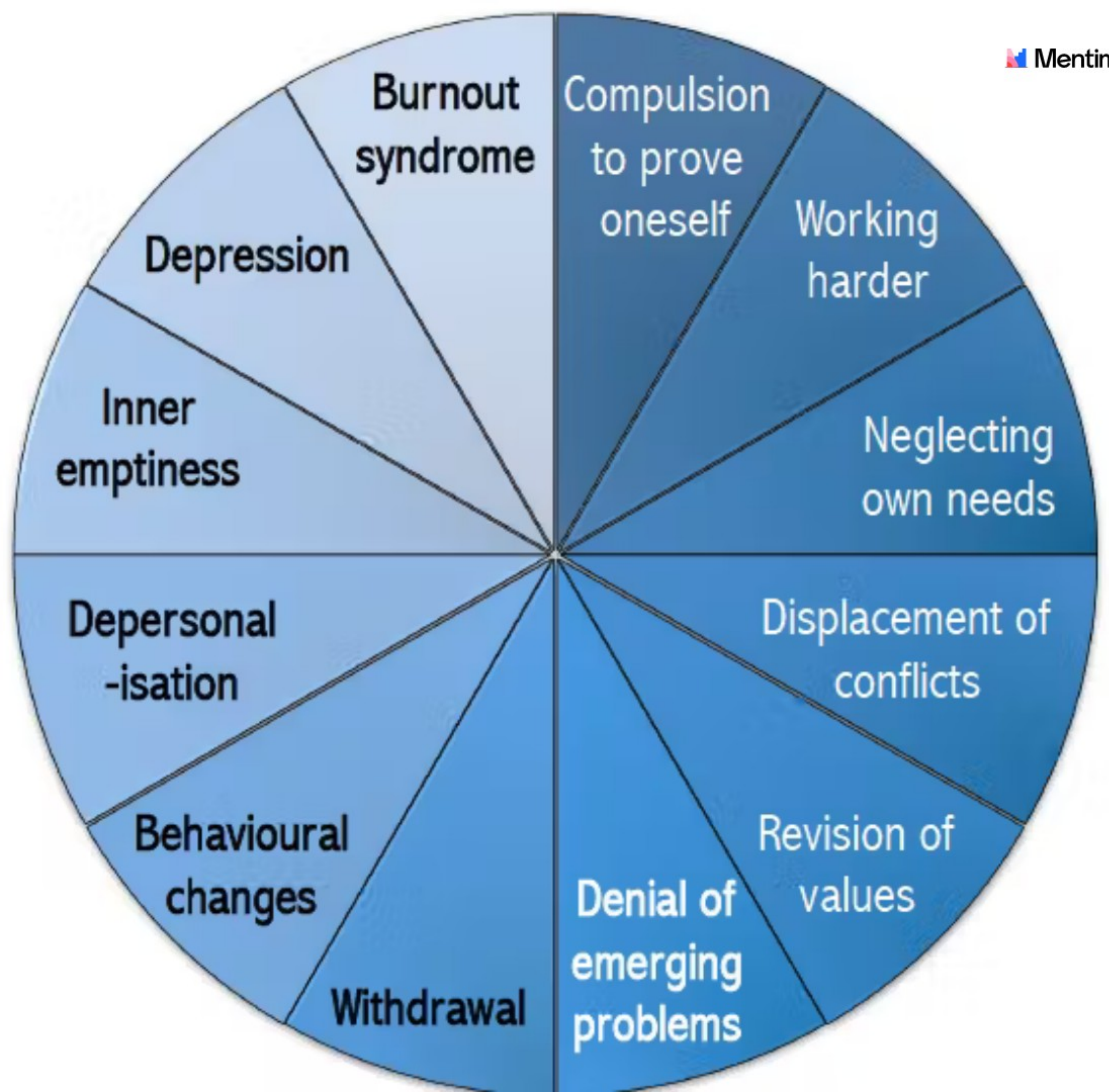
Signs & Symptoms of Burnout

- Physical symptoms
 - Headaches, stomachaches/intestinal issues
 - Fatigue, changes in appetite/sleep
 - Frequent illness
- Emotional symptoms
 - Helplessness, cynicism
 - Sense of failure or self-doubt
 - Feeling detached or alone in the world
- Behavioural signs
 - Reduced performance in everyday tasks
 - Withdrawal or isolation
 - Procrastination



Does the burnout progression look familiar?

Früedenberg's 12-Stage Model of Burnout Progression



Individual Contributing Factors

- Per Debra Doroni, PsyD, MBA, PCC
 - High achievement oriented
 - Difficulty with boundaries
 - Tolerance for delayed gratification
 - Perfectionism
 - Idealistic
 - Strong need for recognition
 - Work only meaningful activity
 - Compartmentalizes, suppressing emotions

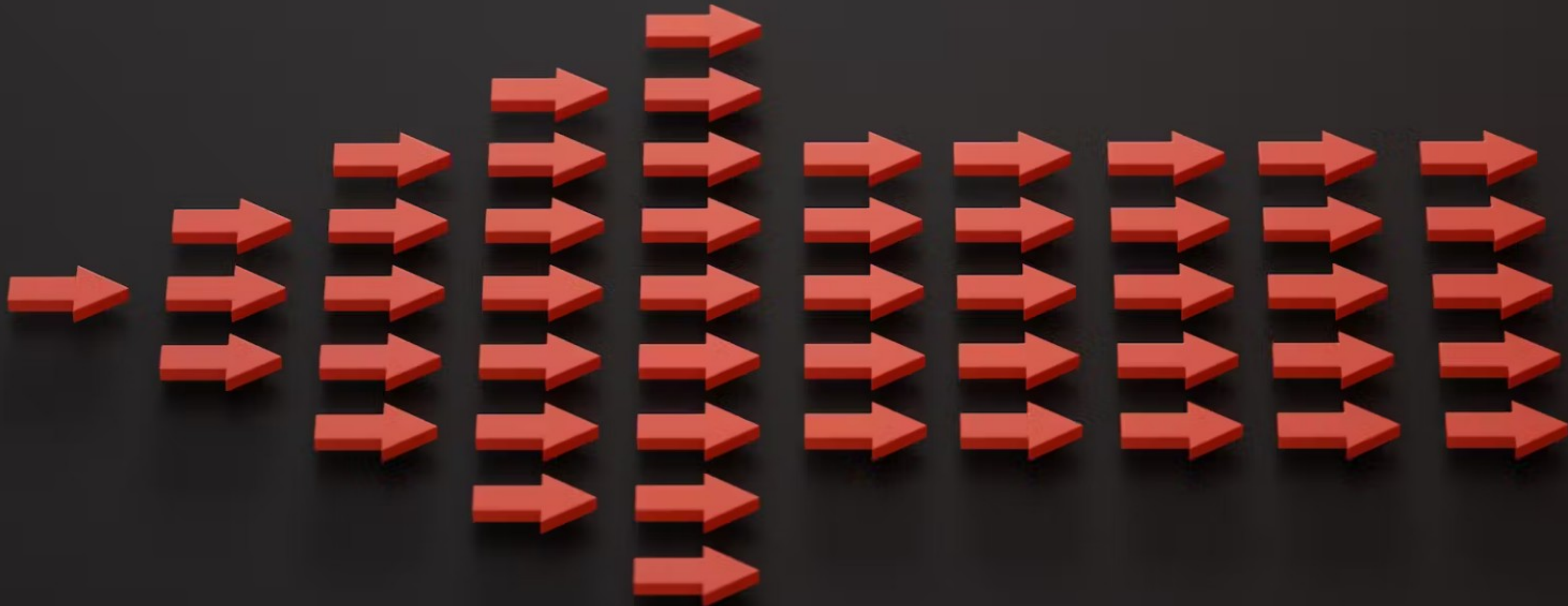
Workplace Contributing Factors

- Workload: high demand without enough resources
- Control/autonomy: lack of control
- Positive feedback: lack of recognition
- Work community: toxic
- Fairness: disrespect, cheating, discrimination
- Values: unethical or a value conflict



Burnout is NOT terminal. It can be reversed.

- Kelly McGonigal's approach
- Emily & Amelia Nagoski's approach



Kelly McGonigal

- We only experience stress about things that we care about. It's a sign we care.
- It's not the stress that's killing us, it's how we see our stress. So, change your stress mindset.
- Tap into the Tend and Befriend Stress Response.



According to Emily and Amelia Nagoski, we need to address STRESS and the STRESSOR



Complete the Stress Cycle

- Exercise for 20-60 min
- Cry
- Affection - hug/kiss
- Laugh/play 30 min
- Create
- Positive social interaction
- Breath work
- Do one of the above six days of the week





Leading: Addressing the Stressor (Work)

- Examine & revise culture/norms/goals/expectations
- Support/listen/validate
- Ask *"How you can help?"*
- Provide coaching and development opportunities
- Model work life sustainability
- Create time for pausing, reflecting, and integrating
- Evangelize work/life sustainability

Please grab a pen and jot down:

- One strategy you'll use to manage your stress
- If you lead others, one strategy to shift workplace stressors



In review, we explored:

- Why burnout matters
- Definition/symptoms/stages of burnout
- Reversing burnout



Suggested Resources

- Emily and Amelia Nagoski, *Burnout: The Secret to Unlocking the Stress Cycle*, 2020
- Kelly McGonigal, *The Upside of Stress*, 2016
- Jeffery Pfeffer, *Dying for a Paycheck*, 2018
- Maslach Burnout Inventory™ (MBI)
 - <https://www.mindgarden.com/117-maslach-burnout-inventory-mbi>
- Massachusetts Behavioral Health Help Line - Call or Text 833-773-2445



Thank you!

To continue the conversation.....

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Positive Ripple Training & Consulting



What was most useful to you tonight?

Waiting for responses ...

