



A People Leader's Guide: Workplace Burnout Response Playbook

Companion Workbook

Brought to you by:



I am fully present here today with this webinar to learn how burnout affects my workplace and learn how I can play a role to support my organization, community and family.

Your Name: _____

Date: _____



This workbook is used as an aid to help you actively learn and consider how this material applies to your workplace. Print this workbook out and follow along with the webinar.

History of Burnout

Burnout is a phenomena popularized in 1974 by psychiatrist Herbert Freudenberger. He defined burnout as a "state of mental and physical exhaustion caused by one's professional life".

Given the demands of our rapid nature of modern society, burnout and more particularly the stress that comes from it has been growing at an alarming rate.

40% of employees experience burnout
- Gallup Poll

Mental And Emotional Overload

Burnout isn't just a workplace phenomena. It's complex. It's social. We can see it affect us in all areas of our life.

A keen and curious awareness of this problem is helpful to begin re-evaluating your behaviours and priorities that are helpful and detrimental to your mental and emotional well being.

1. Where do you observe where mental and emotional overload enters your life?
 2. What beliefs do you have that drain you of energy?
 3. What beliefs do you have that fill you with energy?
 4. How many of them of reinforced by your workplace?
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What is Burnout?

In 2019, the World Health Organization (WHO) classified Burnout as: A syndrome conceptualized as resulting from chronic workplace stress that has not been successfully managed. It is characterized by three dimensions:

- feelings of energy depletion or exhaustion;
- increased mental distance from one's job, or feelings of negativism or cynicism related to one's job; and
- reduced professional efficacy.

The Burnout Clinic's definition:

(Fill in the blanks.)

When you _____ more energy than
you can _____ as a _____.

By looking at burnout as habits, we can effectively identify and effectively intervene; whether it's behavioural changes, safely releasing suppressed emotions, resolving inner conflicts or addressing limiting beliefs that unconsciously drive burnout behaviours.

We can then create, learn and install new positive and empowering habits that will support our recovery and thrive in the workplace.

The 5 Paths to Burnout

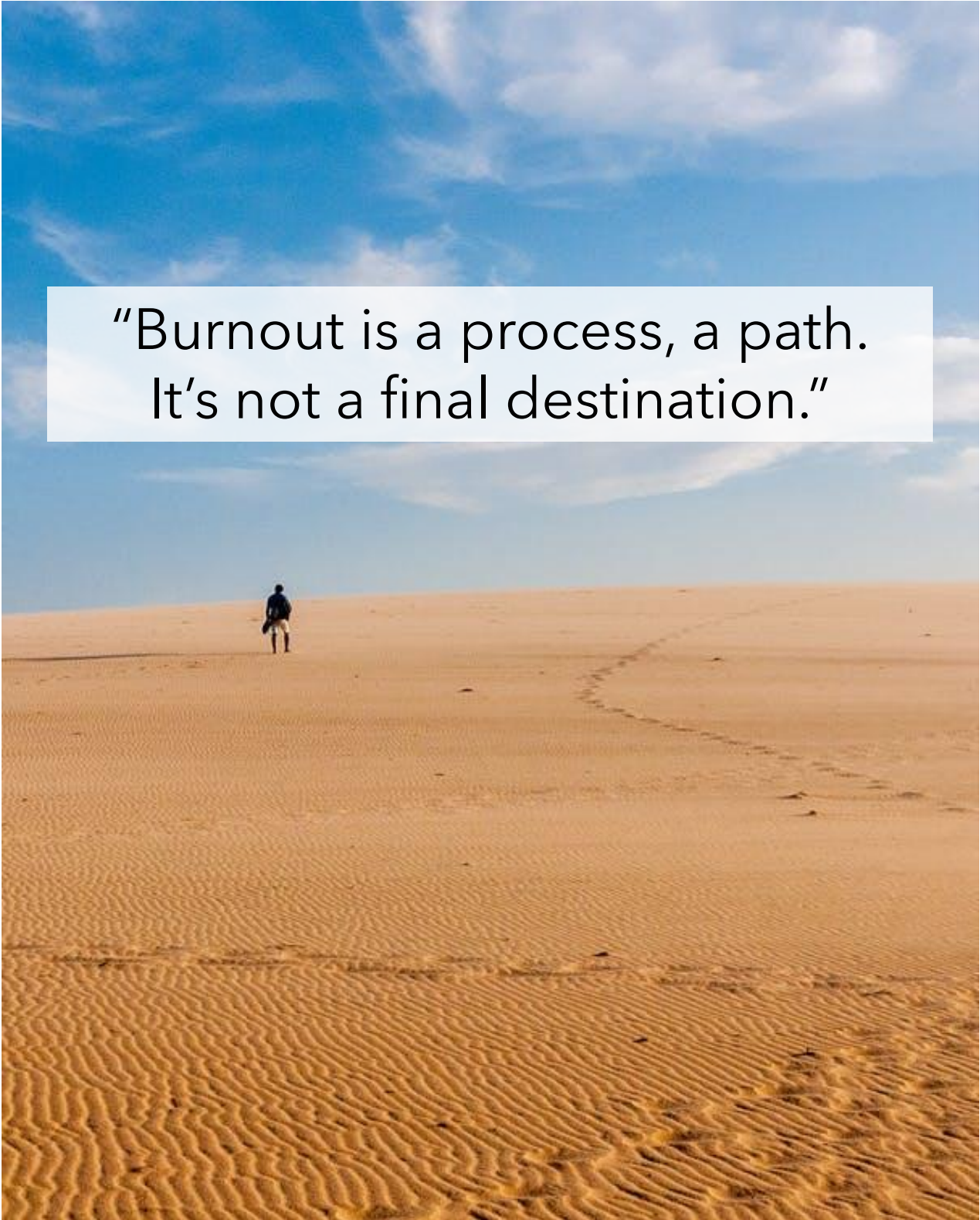
Burnout is complex and often generalized. It's a feeling we get inside analogous to the actual word "burnout"; like the flames inside us have been extinguished.

Burnout isn't about diagnosing and bucketing with clear and structured symptoms. We can learn to recognize natural feelings and patterns that emerge so we can better care for ourselves and for those around us.

What Are Common Indicators Of Burnout?

(Fill in the blanks.)

1. Exhaustion, _____, _____,
_____, Emotionally Sensitive
2. _____, Overwhelmed, _____
3. Cynical and _____
4. Creative Slump, _____, Tired and Bored,
_____, _____
5. _____, Sad and Cry, Dark Place, _____



"Burnout is a process, a path.
It's not a final destination."

Working with People & HR to Identify Burnout

Addressing burnout isn't the sole responsibility of a person, function, team or technology. It takes awareness, trust, empathy, connection, introspection and even intuition to identify it in yourself and within others.

Here are some ways to support to your organization:

- Participate fully in company engagement and pulse surveys
- Talk about mental health (and burnout) in performance reviews
- Be honest if burnout is the cause of leaving your organization; chances are, others feel the same
- Be intentional with your self-care and vacations
- Do mental health check ins with yourself
- Be open and make it safe to talk about mental health in the workplace

Questions for People and HR Leaders

1. How many People experience burnout on a monthly basis?
 2. How long have they felt burned out for?
 3. How many are silent about it?
 4. How much do you spend on mental health in the workplace, total wellness, HR benefits?
 5. What is the cost for turnover, sick days, under engagement, disengagement related to burnout?
 6. What are the intangible costs?
 7. Is it a growing problem?
-

Your Assignment

Begin to gain awareness of the indicators of burnout in your organization. This can be within yourself or observing the behaviours and language used by your fellow colleagues.

1. List all the ways you regularly manage and eliminate stress.
2. What would the path of burnout look like for you? List all the common patterns you tend to exhibit in your life. (examples: certain events and situations, type of work, people, etc.)
3. Rank on a scale from 0-10 beside each item above in questions 1 and 2. Notice the combination of the quantity of different elements that support and detract your energy, and the quality of different elements that make up how you manage your day-to-day energy.

Journal Notes

BONUS FOR PEOPLE HR LEADERS: 7 EFFECTIVE AWARENESS STRATEGIES THAT CAN BE DELIVERED INTO THE WORKPLACE (by least to most required levels of cost and engagement)

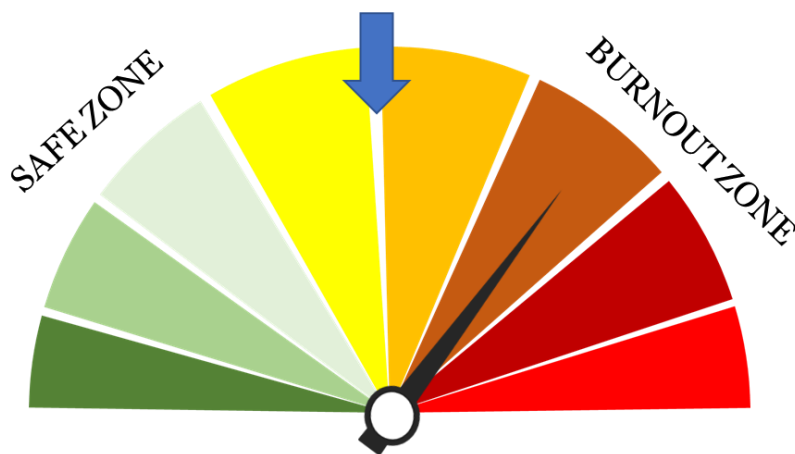
One of the questions we get asked is how People Leaders can assess the need for a mental health program around burnout without being completely reactive, or overly proactive that's wasted effort.

1. Talk about mental health in a communications campaign. Instead of the standard "depression" and "anxiety" topics, introduce burnout into the mix.
2. Update your engagement surveys or regular survey pulses and add questions around the indicators of burnout
3. Share this training to your managers, or formally bring this program into your organization with our Masterclass Train the Trainers program.
4. Include questions around burnout into performance evaluation training for managers and encourage employees to engage with HR wellness programs or getting professional support.
5. Include questions around burnout into stay and exit interviews to add another dimension to turnover over and how HR can provide support to employees who leave because of burnout and instead stay given additional support.
6. Ensure your employee benefits incorporate professional support and taking personal days (intentional non-sick days) for energy recovery.
7. Deploy apps like our partnership program, Avail.app that measures mental health in the workplace with weekly evidence-based check ins. You can tailor support by individual with your benefits programs and deploy targeted training with its mental health analytics.

When Do You Seek Or Best Advise To Seek Professional Support?

(Fill in the blanks.)

When you are stuck _____ the point of
_____.

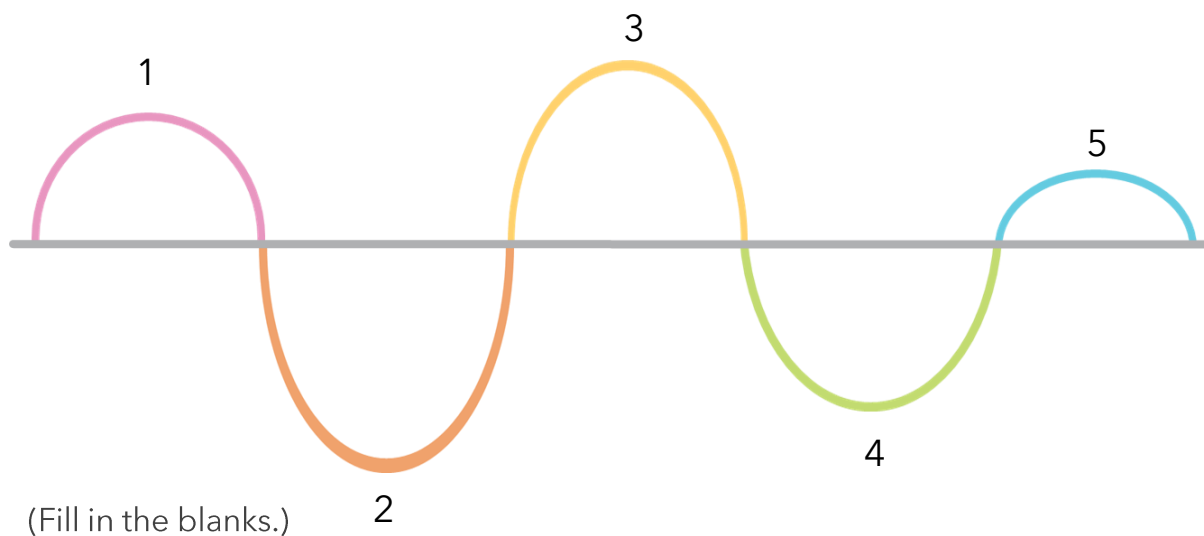


What Intervention Process Do We Use At The Burnout Clinic?

(Fill in the blanks.)

Mental _____ Release[®]

5 STEPS TO OVERCOME BURNOUT



Step 1

Step 2

Step 3

Step 4

Step 5

What Are Some Ways To Match And Mirror In The Workplace?

Rapport is a natural phenomena that occurs when we deeply connect with people. It floods parties with oxytocin and activates mirror neurons in the brain.

(Fill in the blanks.)

- | | |
|----------------|-------------------|
| 1. EYE CONTACT | 4. SPEED OF VOICE |
| 2. _____ | 5. _____ |
| 3. _____ | 6. LANGUAGE |

What Are Four Common Pitfalls With Active Listening?

(Fill in the blanks.)



1. _____
2. GIVING ADVICE
3. _____
4. _____

How Do You Ask Questions To Help People Uncover Their Blind Spots? Ask Questions With:

(Fill in the blanks.)

1. What...

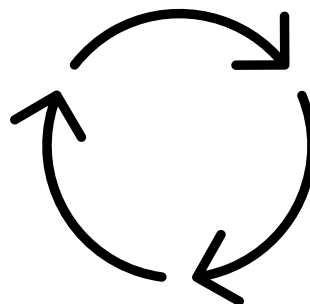
2. _____

3. _____

4. _____

5. And sometimes ~~Why~~.

What purpose does it serve? For what intention?



What Are Five Indicators That Help You Identify When A Person Has Taken Responsibility?

(Fill in the blanks.)

1. Ask: What can I do? 4. _____

2. _____ 5. Calm and centered

3. Stop excuses 6. _____

What Are Some Ways To Support Someone Through Burnout?

(Fill in the blanks.)

- | | |
|------------------|----------------------|
| 1. Encouragement | 5. Mentorship |
| 2. _____ | 6. _____ |
| 3. _____ | 7. Support Community |
| 4. _____ | |

How Can You Help Your Company Overcome Burnout?

(Fill in the blanks.)

1. Be of Service
 2. _____
 3. _____
 4. Creating Psychological Safety
 5. _____
-

Your Assignment

These five steps are a simple strategy that can be applied both in the workplace and in your life when working with relationships. The challenge many of us face are concerns and the limiting beliefs that hold us back from taking action. Take a moment to visit some of your assumptions by answering these questions for yourself.

1. List all your concerns and fears as a leader when it comes to discussing burnout in the workplace?
2. How well do you create and hold safe and non-judgmental spaces when you're having open and vulnerable conversations with your peers? What are some examples?
3. How demanding is your organization on you and your peers to continually perform? What are some of those expectations? (Formal or unspoken)



Your Assignment

4. Do you notice the “point of no return” whether in yourself or others when it comes to burnout? Give an example.
5. Would you consider championing or nominating someone to address burnout in the workplace? What would be some good reasons?

"Patients are patients because they are out of rapport with their own unconscious."
- Dr. Milton H. Erickson

Journal Notes

Your Challenge for the Month

Pick one support option and champion it for a month.

Notice:

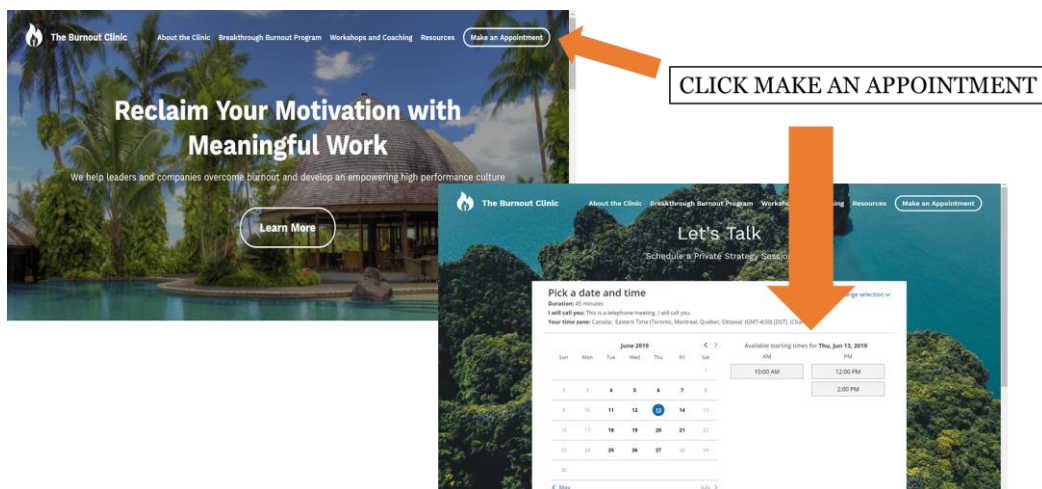
- Are People being more open about expressing burnout in their day to day roles and responsibilities?
- Are you identifying burnout behaviours throughout the workplace? (And recognize how small behaviours we take for granted can be destructive)
- How does technology play a role in these behaviours?
- Do you notice a burnout beliefs within your culture in your organization?



Want To Learn More And Contact Us?

Visit our website: www.theburnoutclinic.com

and book a confidential appointment with our team of experts.



Ask about our:

- Workplace Burnout Intervention Program
- Our Burnout Retreats and Therapy Vacations
- Corporate Training Programs

Additional Free Resources

Go to our website resources section:

- Burnout Survey for Individuals and HR
- Burnout Relief Line with a free 20-minute deep relaxation therapy audio
- COVID-19 Anxiety Relief Line
- Get a free invitation to Avail.app for weekly check ins and mental health support resources

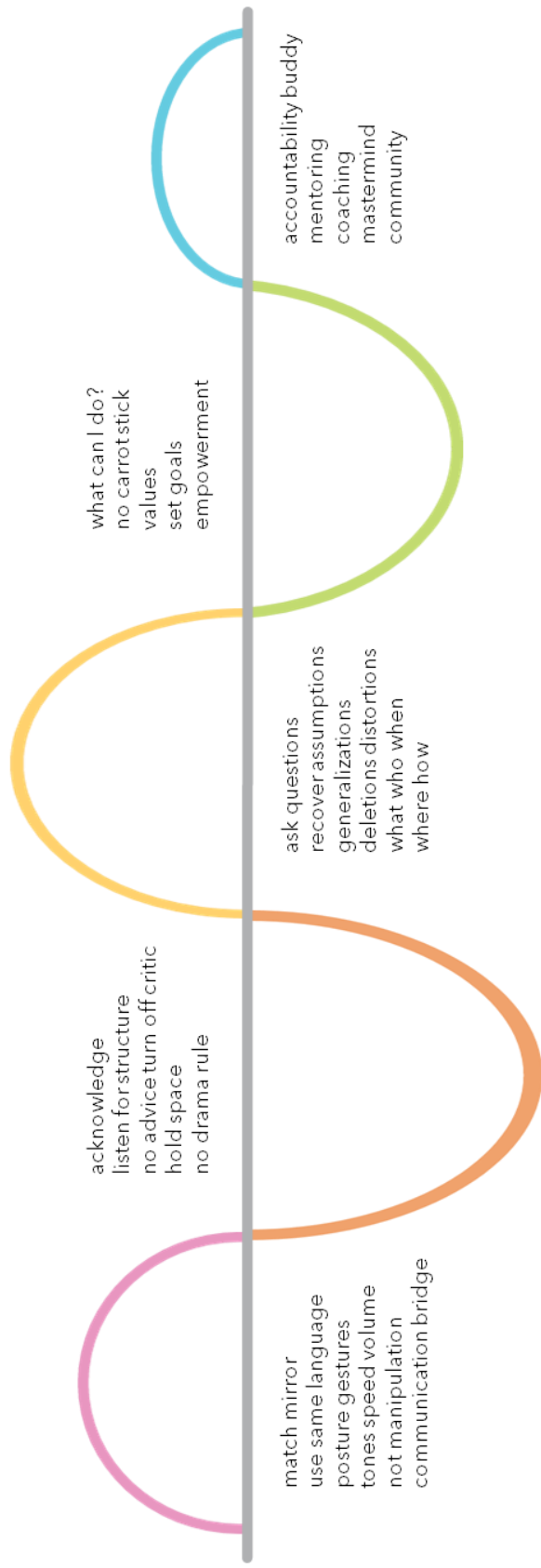
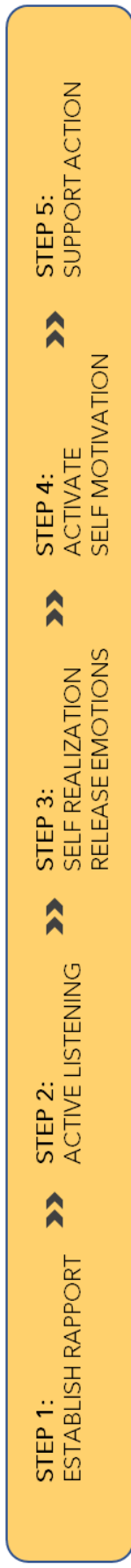
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MANAGER'S REVERSE BURNOUT

QUICK REFERENCE SHEET



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