

UNDERSTANDING AND ADDRESSING



EMPLOYEE BURNOUT



KNOW THE CAUSES TO PREVENT BURNOUT



Lack of social support



Over-identification of work as identity



Poor workplace dynamics



Unclear job expectations



Extremes of activity



Lack of control



Work-life balance



Being "everything to everyone"

SHRM, 2020; Mayo Clinic, 2020; Forbes, 2013

KNOW THE SIGNS TO DETECT BURNOUT



Missed days



Lowered work quality and productivity



Increased errors



Decreased engagement



Substance use



Irritability



Depressed mood



Cynical comments

SHRM, 2020; Mayo Clinic, 2020; Forbes, 2013

KNOW WHAT TO DO TO RESOLVE BURNOUT



Have an empathic discussion



Encourage taking vacation time



Address the underlying problem



Encourage holistic self-care



Leverage existing benefits (EAP, gym, etc)



Create a wellness room



Encourage work-life balance



Make accommodations

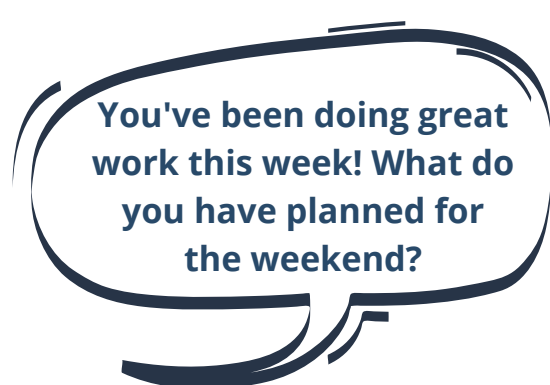
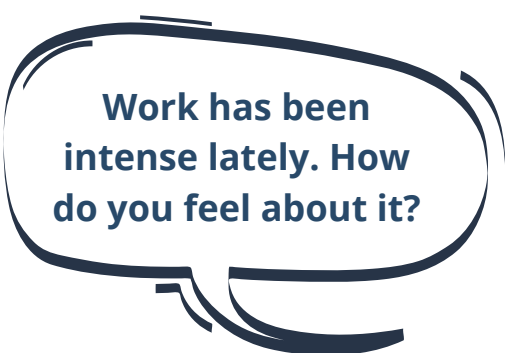
**BE IN THE KNOW.
TAKE CONTROL OF BURNOUT.**

KNOW WHAT TO SAY TO TALK ABOUT BURNOUT



1 COMMUNICATE WITH INTENTION

Go beyond a simple greeting ("hi, how are you?") and ask specific questions:



2 ASK OPEN-ENDED QUESTIONS

Closed questions remove opportunities for more in-depth conversation and burnout intervention.

Use words like:



HOW...?



WHAT...?



WHY...?

And avoid the words:



IS...?



DO...?



HAVE...?



3 DISCUSS HEALTH HOLISTICALLY

Physical, mental and emotional health all impact work performance and overall wellbeing.



4 OFFER SUPPORT NOT SOLUTIONS

Everyone experiences burnout differently. Let others know they're not alone without telling them what to do.

What can I do?

I understand. I've felt this way before too.

What would be helpful?

 YOU CAN SAY:



5 ASK ABOUT THEMES NOT DETAILS

Questions that are too specific or personal can be off-putting and face-threatening. Open the door to conversation by asking about themes (e.g., stressful deadlines) without getting too specific. If others want to share, they will decide when and how to do so.



Harvard Business Review, 2020



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