

Are you burnt out and frustrated  
at work?

Facts and Tips about Employee  
Burnout



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# Learning Objectives

- Recognize burnout/compassion fatigue symptoms
- Learn coping strategies
- Develop skills to care for yourself

# Who is Affected???

- You
- Your Clients
- The Department
- Friends and Family



# What is Burnout?

A state of complete exhaustion physically, emotionally, and mentally due to an extreme and long term struggle to reach a target.

Burnout builds gradually, manifesting itself in symptoms such as irritability, decreasing productivity, discouragement, exhaustion, entrapment and resentment.

# Causes of Burnout

- Inability to maintain balance between work/home/social life
- Trying to please everyone
- Feeling unvalued
- Conflicts with co-worker and/or management



# Causes of Burnout (cont.)



- Inadequate training
- Not feeling as though clients are improving or unsuccessful completions
- Too many demands - High caseload, overload of documentation, agency policies, court, client instability
- Personal trauma

# Stages of Burnout

**Enthusiasm** - Overly available and/or over identify with clients

**Stagnation** - Expectations shrink to normal proportions and personal discontentment begins to surface

**Frustration** - Difficulties seem to multiply and individual becomes bored, less tolerant, less sympathetic and copes by avoiding and withdrawing

**Apathy** - Characterized by depression and listlessness

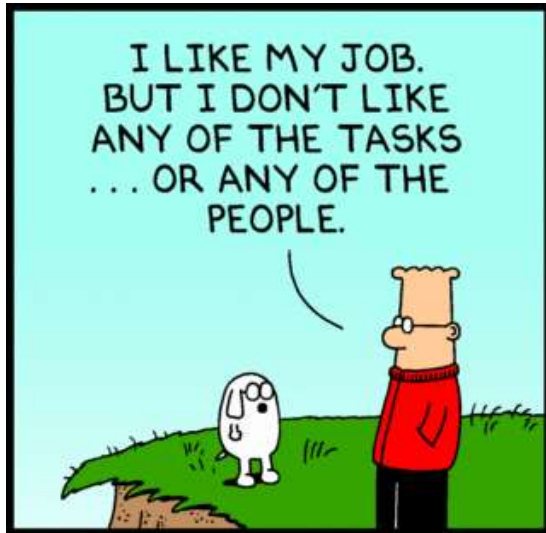


# Signs of Burnout

- Fatigue
- Lack of motivation
- Lack of energy and enthusiasm
- Lack of patience with clients, coworkers, and superiors







Dilbert.com DilbertCartoonist@gmail.com



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We all have those days...

<https://www.youtube.com/watch?v=E66Czdnz4bs>

# Take Care of Yourself

- ★ Don't be afraid to say "No"
- ★ Regular sleep/eat healthy
- ★ Exercise
- ★ Sometimes an outsider's perspective is helpful
- ★ Pay attention to and take care of your own physical and mental health
- ★ Take time each day to relax even if it is only for half an hour
- ★ Make time for friends, loved ones, and alone time



# Take Care of “You” at the Office

- Time management
- Set priorities and limits
- Utilize the EAP
- Regular supervision sessions
- Ask questions
- Get involved



# Did You Know???

Mother Teresa - Mandatory for her nuns to take 1 year off from their duties every 4-5 years to allow them to heal from the effects of their caregiving work.



# Did You Know???

- Average employee spends 28% of their time dealing with interruptions followed by recovery time to get back on track
- Time spent per day being interrupted and refocusing - 2.1 hours
- Manager - Interrupted on average every 8 minutes
- The cost of managing interruptions at work costs the US economy \$588 billion per year



# Food for Thought

★ Why does everyone have to work 9am - 5pm???

★ Office Morale

★ Team Building

★ Open door policy

★ Take your vacation time and do not work while on vacation!!!



# What is Compassion Fatigue?

# What is Compassion Fatigue? (cont.)

- ❖ Compassion fatigue is an emotional and physical burden created by the trauma of helping others in distress, which leads to a reduced capacity for empathy toward suffering in the future.
- ❖ “The cost of caring”

# Careers Most Susceptible

- ❖ Mental health providers
- ❖ Social workers
- ❖ Medical professionals
- ❖ Legal professionals (corrections, probation, attorneys)
- ❖ Educators
- ❖ Outreach workers
- ❖ Anyone who cares about the individuals they are working with

# Common Misconceptions

- ❖ I can “fix” the problem
- ❖ I will have enough resources to fix things
- ❖ If I care enough, everything will be okay
- ❖ People will appreciate everything I do
- ❖ I can do it alone



# You Don't Have To Do Everything Alone

“I” can become very lonely and difficult at times...

Utilize your team

<https://www.youtube.com/watch?v=wuo13FrNX6g>

# Risk Factors

- ❖ Stress
- ❖ High caseload of trauma clients
- ❖ Over-identification with the survivors
- ❖ Personal trauma history
- ❖ Empathy



# Signs and Symptoms

- ❖ Mental and physical fatigue
- ❖ Poor self-care
- ❖ Irritability
- ❖ Feeling ineffective or inadequate
- ❖ Feelings of isolation





# Signs and Symptoms (cont.)

- ❖ Feeling burdened by the suffering of others
- ❖ Increased complaints from clients
- ❖ Depersonalizing clients
- ❖ Increased nightmares/insomnia
- ❖ Inability to get pleasure from previously enjoyable activities

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**“Is this the coroner’s office? I’d like to order an autopsy to find out what killed my ambition, enthusiasm and hope for a brighter tomorrow.”**

# Compassion Fatigue can lead to..

- ❖ Gradual desensitization to patient stories
- ❖ Increase in clinical errors
- ❖ Higher rates of depression and anxiety among the helpers
- ❖ Rising rates of stress leave
- ❖ Stress in the household/divorce
- ❖ Secretive self medication

# Facts

- ❖ The highest percentage of workers that report experiencing some form of compassion fatigue are nurses at over 40%.
- ❖ 70% of therapists have experienced some form of secondary trauma that is directly related to their profession.
- ❖ Only 28% of people who are working in a helping career have received some form of specialized trauma training.
- ❖ 81% of the workers who suffer from compassion fatigue are women.

# Compassion Fatigue vs Burnout

Cumulative with symptoms that are unique to each service provider	Cumulative, usually over long period of time
Life dissatisfaction	Work dissatisfaction
Feel out of control	Feel under pressure
Symptoms of post traumatic stress disorder	Lack of motivation and/or energy
Remedy is treatment of self, similar to trauma treatment	Remedy is time away from work (vacation, stress leave) to recharge or positive change in work environment (sometimes might mean a new job)



"Taking care of myself  
doesn't mean 'me first'  
It means 'me too.'"

L.R. Knost

GoodTherapy.org

# What can you do?

- ❖ Utilize your time off
- ❖ Self-awareness
- ❖ Set boundaries
- ❖ Contact your company's Employee Assistance Program (EAP)
- ❖ Adequate sleep, good nutrition, regular physical activity, and active relaxation
- ❖ **TEAMWORK!**



## Stress Reduction Kit



### Directions:

1. Place kit on FIRM surface.
2. Follow directions in circle of kit.
3. Repeat step 2 as necessary, or until unconscious.
4. If unconscious, cease stress reduction activity.



Q & A???

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