

# **STOP, DROP AND ROLL**

**LEARN TO RECOGNIZE EMPLOYEE BURNOUT AND WORKPLACE FACTORS,  
TAKE PRO-ACTIVE STEPS FOR PREVENTION, AND ASSIST WITH  
RECOVERY.**



**Dr. Tricia Hale, LPC, CPCS  
Deputy Chief Officer  
Student Affairs**



# STOP

**You can do anything, but not everything.”**

***-David Allen***





# WORKPLACE BURNOUT: DEFINED

- AN INDIVIDUAL'S RESPONSE TO CHRONIC EMOTIONAL AND INTERPERSONAL STRESSORS WITHIN THE WORKPLACE.

# STRESS VS. BURNOUT

	Stress	Burnout
<b>Characterization</b>	Characterized by over engagement	Characterized by disengagement
<b>Emotions</b>	Emotions are over-reactive	Emotions are blunted
<b>Energy</b>	Loss of energy	Produces helplessness and hopelessness
<b>Reactions</b>	Produces urgency and hyperactivity	Leads to detachment and depression
<b>Longevity</b>	Leads to anxiety disorders	Primary damage is short term emotional

*Source: Melinda Smith, M.A., Jeanne Segal, Ph.D., Lawrence Robinson, and Robert Segal, M.A. Last updated: February 2018*

# Driver Dimensions



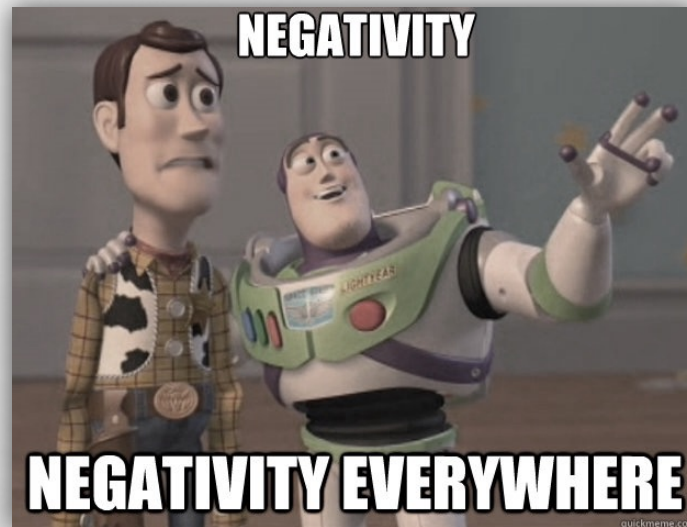


# DROP



# 5 STAGES OF BURNOUT

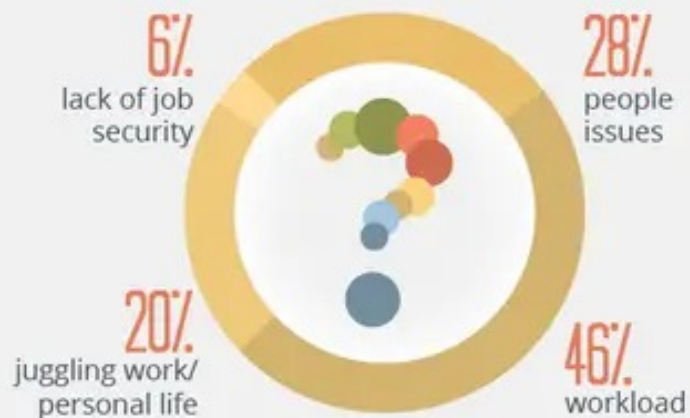
1. HONEYMOON
2. BALANCING ACT
3. CHRONIC SYMPTOMS
4. CRISIS
5. ENMESHMENT



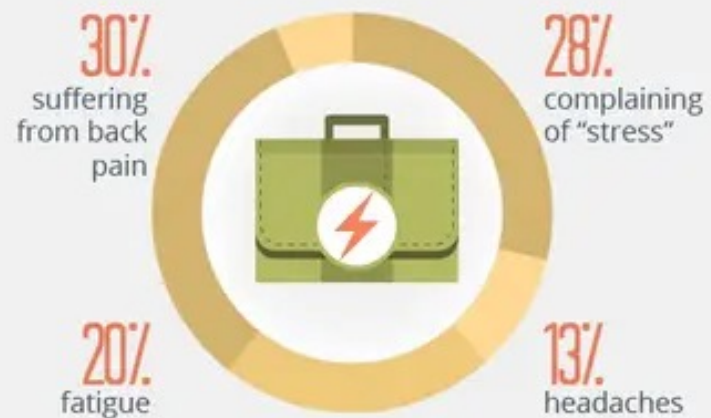


# LEADING CAUSES OF STRESS AT THE WORKPLACE

## LEADING CAUSES OF STRESS AT THE WORKPLACE



## SYMPTOMS CAUSED BY OCCUPATIONAL PRESSURES



*Source: Jacquelyn Smith, 2016, "Here's why workplace stress is costing employers \$300 billion a year", Business Insider (2016)*



## SPIRALING DOWN — HOW STRESS AFFECTS HEALTH

The human and capital costs of stress have far-reaching ramifications for both the economy and public health. The impact is significant, affecting more than half of all working Americans.



52%

of U.S. workers **ADMIT TO CALLING IN SICK** because of stress



42%

of employees have **CHANGED JOBS** due to stress



48%

reported **LYING AWAKE AT NIGHT** due to stress



60% - 80%

**ACCIDENTS ON THE JOB** due to stress-related distraction or sleepiness

### PHYSICAL SYMPTOMS OF STRESS INCLUDE



### PSYCHOLOGICAL SYMPTOMS OF STRESS INCLUDE



*Source: Jacquelyn Smith, 2016, "Here's why workplace stress is costing employers \$300 billion a year", Business Insider (2016)*

# ROLL





# STRATEGIES TO PREVENT BURNOUT

- **WORK WITH A PURPOSE**
  - **LIST THE AREAS YOU WANT TO WORK ON AND PRIORITIZE THEM**
- **LEARN THE ART OF DELEGATION AND “NO”**
- **PRACTICE CROSS-TRAINING**
- **GRATITUDE AND PERSPECTIVE**
- **INTENTIONAL ACTS OF KINDNESS**
  - **SELF AND OTHERS**
- **RECOGNITION NEVER HURTS**

My face when someone tells me stress balls are for squeezing, not for throwing at people who stress me out



made with mematic



## WHAT TOP EMPLOYERS ARE DOING TO MANAGE WORKPLACE STRESS

### WORK-LIFE BALANCE



The architectural and engineering firm of Bowers + Kubota Consulting offers flex time and telecommuting and **PAID TIME OFF** instead of 'sick leaves'

### EMPLOYEE RECOGNITION



Occasional **ON-THE-SPOT BONUSES**, 401K matching, profit-sharing programs and cost-of-living raises

### EMPLOYEE INVOLVEMENT



Staff retreats, surveys to **MONITOR EMPLOYEE SATISFACTION**, and finding and fixing problems areas with employee's wellbeing in mind

### EMPLOYEE GROWTH AND DEVELOPMENT



Courses on leadership, emotional intelligence, time management, conflict resolution, ethics, strategic planning and process improvement

## FORTUNE 500s TO THE RESCUE



When PwC employees check their work e-mail over the weekend, a **NOTE POPS UP** reminding them that it's the weekend. Employees are encouraged to use carried over leaves for vacations



GlaxoSmithKline offers a **"PERSONAL RESILIENCE" SEMINAR** to equip employees with skills to ward off stress and thrive in a challenging work environment



Accounting and consulting firm Ernst & Young also is **WEAVING STRESS MANAGEMENT** into its employee assistance program, EY/Assist



AOL Media Networks offer **FREE IN-OFFICE YOGA CLASSES** to their employees to relieve and better manage stress



Bank of America uses an executive on-boarding program to reduce the stress of being new to a large company, a **SOCIALIZATION PROCESS** rather than just an orientation program

## PREVENTING BURNOUT — BEST PRACTICES

Companies that recognize the kind of impact stress workers have on overall productivity and on the bottom line and overall productivity have taken some innovative measures to relieve stressed employees

The APA noted that a few companies introduced policies that significantly impacted stress levels



The companies had a **STARKLY LOWER RATE OF TURNOVER** - only 6 percent - compared to the national average of 38 percent



They had almost **HALF THE AVERAGE** rate of employees reporting **CHRONIC WORK STRESS** - 19 percent compared to the national average of 35 percent



Their employees were also **LESS LIKELY TO WANT TO FIND A NEW JOB** and had much greater employee satisfaction

### SOURCES

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<http://safetydegree.eku.edu/>

# CHECK-IN ACTIVITY

- 1. ARE YOU EXPERIENCING ANY SIGNS ON BURNOUT? IF YES, NAME THEM.**
- 2. CAN YOU NAME ANYONE YOU SUSPECT IS EXPERIENCING BURNOUT**
- 3. NAME TWO PRACTICES YOU CAN IMPLEMENT TO SUPPORT YOURSELF MOVING FORWARD.**
- 4. NAME TWO PRACTICES YOU CAN IMPLEMENT TO SUPPORT YOUR COLLEAGUES**





# KEEP YOUR PROMISES



**Make a promise to yourself**  
**Put it in writing**  
**Remember your promises**



# THANKS!

**Dr. Tricia Hale, LPC, CPCS**  
**Deputy Chief Officer-Student Affairs**  
**Email: [tahale@valdosta.edu](mailto:tahale@valdosta.edu)**  
**Office Phone: 229-333-5940**

