

# REAL-TIME RESILIENCE

## Avoiding Burnout

The World Health Organisation describes burnout as “a syndrome resulting from chronic workplace stress that has not been successfully managed.”

It is characterized by three dimensions:

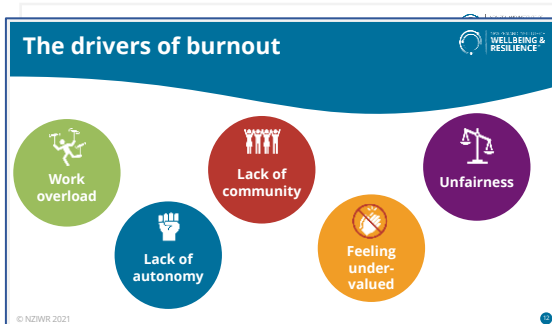
- 1) feelings of energy depletion or exhaustion;
- 2) feeling detached or cynical; and
- 3) feeling ineffective at work.

**Burnout is an individual response to systemic problems.**

### STRATEGIES FOR AVOIDING BURNOUT

#### What can you do for your teams?

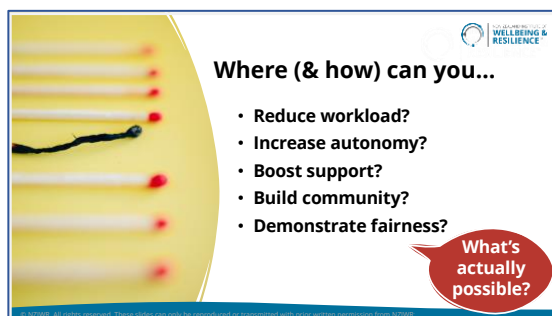
These organisational factors make burnout more likely in staff.



Discuss with your team which of these issues are most important for them.

Together, explore what you could do to address them.

Which ones could you get quick wins from?



#### What's actually possible for your team?

1. ....
2. ....
3. ....
4. ....
5. ....

Drivers	Solutions (for yourself/others)
<b>Work overload</b>	Ensure workload is sustainable, don't expect people to slog on indefinitely with no signs of progress or prospect of change. <b>What contributes to your/others workload?</b>
<b>Lack of autonomy</b>	Allowing autonomy makes people feel more satisfied and competent at work. <b>Where can you find/allow autonomy?</b>
<b>Feeling under-valued</b>	Provide praise & targeted/explicit acknowledgement. <b>How do people know they're doing a good job/being effective?</b>
<b>Lack of community</b>	Provide a strong sense of community via: collaborative teams, low levels of conflict, positive social interactions. <b>How much Psychological Safety is there in your teams?</b>
<b>Unfairness</b>	To avoid perceived unfairness be as <b>transparent</b> as you can about <b>decision-making</b> , and <b>communicate</b> that to your team.

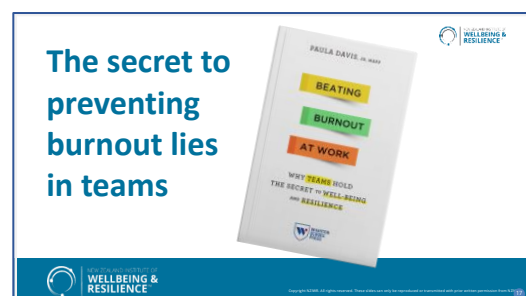
### TINY NOTICEABLE THINGS (TNTS)

NZIWR's colleague in the USA, Paula Davis, encourages leaders to focus on the TNTs they can use to make staff feel more valued and seen (see separate handout).

### Individual risk factors for burnout/distress

- Sleep deprivation
- High level of work/life conflict
- Work interrupted by personal concerns
- High level of anger, loneliness, or anxiety
- Stress of work relationships
- Anxiety about competency
- Difficulty "unplugging" after work
- Regular use of alcohol and other drugs

*Sargent MC, et al. J Bone Joint Surg Am 2009*



## What can you do for yourself?

**Everyone needs breaks:**  
daily, weekends, holidays

Get away from technology related to work in the evenings.  
How can you do that?  
What effectively takes your mind off work?



How will you stop yourself from thinking about work in the evening?

Can you get away from your mobile phone?

Can you avoid checking email?

What distraction works well for you?

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## Social contact is nature's antidote to stress. What's your personal recovery plan?


Can you tick off one of the "Fab Four" each day?

**What's your personal recovery plan?**

Pleasure?	Social?
Physical?	Achievement?

Tick off each of the 'Fab Four' every day.

(Sarbj Johal, 2021)



- ✓ Pleasure,
- ✓ Social,
- ✓ Physical,
- ✓ Achievement.

## Ruthless Prioritisation



1. Rank your priorities in order of importance
2. Review and agree your priorities each week
3. Self-care belongs in here.

How will you prioritise self-care?

What will that look like for you?

## What helps you to be productive / effective at work?

Can you give yourself permission to do that?

**Next Steps:** We encourage you to have a workplace buddy with whom to discuss and share learning.

**Here are some ideas for what to talk about in your next buddy catch up:**

- What personal risk factors can you identify for yourself or your buddy?
- Which one is most important to address?
- Which one can you most easily change?
- What self-care habit will you commit to developing?
- In your team at work, which of the drivers of burnout are most important?
- Discuss strategies and ideas for reducing this burden.
- Where and how could you practice the TNT's [described by Paula Davis] from this session?
- What other TNTs could you come up with for your team?

Burnout leaves people with less energy for trying new things. The most important discussion you can have with your buddy is, 'What's one thing you will do this week to practice self-care?'

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### **WE'D LOVE YOUR FEEDBACK!**

Please scan this QR code or go to <http://tiny.cc/NZIWR>

**Event** = Avoiding Burnout

**Link** = <http://tiny.cc/NZIWR>

