Bounce Back from Burnout!

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Session Objectives

• Increase WFHC's leadership team effectiveness by understanding one another's behavioral styles.

1. Know your own behavioral style.

2. Recognize others' behavioral style.

3. Adjust your message for greater appreciation, communication and understanding.

• Learn a shared system for communicating at your best.

• Interact and have fun learning.

“It says, ‘Take one step at a time.’ Wait a second, that can’t be right.”
After 4:30 Today

- Insights, action, transformation
  - If you practice a new approach, are you more or less likely to use it after the training?
- The brain changes constantly, building new neurological pathways - “neural wiring”
  - “What gets fired, gets wired”
- Individual behavioral change:
  - Awareness, Willingness, Skill
Integrated Work

• Non-Profit and Government Clients – Leaders of Service
• 12+ years focus on the human side effective workplaces
• Integrated Professional Development
• Synthesizing and and Applying Research
Session Focus

• Preserve our ability to serve by preventing and addressing burnout

• Learn two practical tools – Real Deal® and CORE Strategy

• Manage the difficulties and demands in more productive and uplifting ways

• Communicate in ways that promote resilience in others, even in the most challenging circumstances
Opening Conversations

• What percentage of your waking hours are you “stressed out” or overwhelmed?
  • 1% (almost never) - 99% (almost all waking hrs)

• For you, what are the top two sources of being “stressed out” or “in danger of burning out”?

• What is at stake for you? What if you get burned out or remained burned out?
Defining Burnout

• How do you define “Burnout”? 
• Term “burnout” was coined in late 70’s
• Experience moving from idealism and high expectations to waning enthusiasm, overwhelm and depleted energy
• Two types: short-term and long-term
  • Short-term = situational
  • Long-term = life pattern
• Burnout is the ultimate outcome of chronic stress not managed
**Burnout Happens Over Time**

- **Phase 1:** Everything looks like a top priority: overextended, over-doing, feeling trapped
- **Phase 2:** Energy is diminishing, physical fatigue is increasing, shame and doubt enter
- **Phase 3:** You feel you are “going through the motions” to get through the day. You may feel detached and critical. Others notice.
- **Phase 4:** You feel joyless, spent, hopeless and powerless to change it. Empty inside. Too exhausted to think about anything but escape.
Of Note

• Some symptoms/phases may be perfectly normal and healthy responses to real life
• Not everyone will experience all the phases nor all the symptoms; these phases are a composite
• A specific event may trigger burnout for a short period of time and then it diminishes
• Phases of burnout are not linear, more spiral
• Denial is one of the key symptoms of burnout and may prevent people from taking action
15 Ways

- “Renew Your Spirit”
- Determine your own “menu” when you don’t need it
- Particularly helpful for short-term situational burnout
Stress and Communication

- Under intense pressure your communication style may change
  - Experience Forgetfulness
  - Be Unclear
  - Defensiveness
  - Trouble Concentrating

You may not be aware of these changes
“OK, OK, you’ve made your point. I’ll admit that sometimes when I feel threatened, I snap.”
Building Resilience

C WARRANTY
O COMPASSION
R RESPECT
E ENDURANCE
Implementing CORE

- Talk to your neighbor about 2-3 ways you can implement CORE to improve your situation
Leaders Communicating CORE

Focus On:

• What we can influence
• Who is doing what
• How we limit the downside and discover or maximize an upside
• Getting to the other side as quickly as possible
Mirror Cells

ORIGINATOR

OBSERVER
Why & How to Celebrate

• Why?
  • Small triumphs make a big difference
  • Renews focus on the goal
  • Keeps energy up
  • Programs for more success – neurologically and psychologically

• How?
  • Do something nice for yourself
  • Self-talk: “Nicely Done” “Excellent!”
  • Share with supportive people -- colleague, friend
  • Make progress list to review and appreciate
What Can We Do?

• Slow the pace
• Daily practices built into your life
• Monitor your burnout signs
• Listen to yourself
• Track your success
• Support one another