



# BURNOUT, FATIGUE, AND STRESS: HOW TO SUPPORT YOUR TEAM!!!

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## **LEARNING OBJECTIVES:**

- Discuss how burnout, fatigue, and stress affects us
- Learn how to recognize signs and symptoms
- Tips and tools for taking care yourself

# COVID-19 & EMOTIONAL RESPONSES

- Anxious
- Fearful
- Worried
- Overwhelmed
- Sad



# BURNOUT

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Job burnout - a state of physical or emotional exhaustion that also involves a sense of reduced accomplishment and loss of personal identity.



# SYMPTOMS OF JOB BURNOUT

Ask yourself:

- Have you become cynical or critical at work?
- Do you drag yourself to work and have trouble getting started?
- Have you become irritable or impatient with co-workers, customers or clients?
- Do you lack the energy to be consistently productive?
- Do you find it hard to concentrate?
- Do you lack satisfaction from your achievements?
- Do you feel disillusioned about your job?
- Are you using food, drugs or alcohol to feel better or to simply not feel?
- Have your sleep habits changed?
- Are you troubled by unexplained headaches, stomach or bowel problems, or other physical complaints?

# ORGANIZATIONAL SYMPTOMS

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- Chronic Absenteeism
- Spiraling workman's comp cost
- High turnover rates
- Inability for teams to work well together
- Outbreaks of aggressive behavior
- Inability of staff to respect and meet deadlines
- Negativism toward management



# CAUSES OF JOB BURNOUT

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- **Lack of control.** An inability to influence decisions that affect your job — such as your schedule, assignments or workload — could lead to job burnout. So could a lack of the resources you need to do your work.
- **Unclear job expectations.** If you're unclear about the degree of authority you have or what your supervisor or others expect from you, you're not likely to feel comfortable at work.



# CAUSES OF JOB BURNOUT

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- **Dysfunctional workplace dynamics.** Perhaps you work with an office bully, or you feel undermined by colleagues, or your boss micromanages your work. This can contribute to job stress.
- **Extremes of activity.** When a job is monotonous or chaotic, you need constant energy to remain focused — which can lead to fatigue and job burnout.





# JOB BURNOUT IMPACT

- Excessive stress
- Fatigue
- Insomnia
- Sadness, anger or irritability
- Alcohol or substance misuse
- Heart disease
- High blood pressure
- Type 2 diabetes
- Vulnerability to illnesses





# STRESS

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“Stress is the body’s chemical reaction to a perceived or real threat of a harmful situation.”

# POSSIBLE CAUSES OF STRESS

## External

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- Major life changes
- Being too busy
- Financial problem
- Relationship difficulties
- Work interactions
- Family

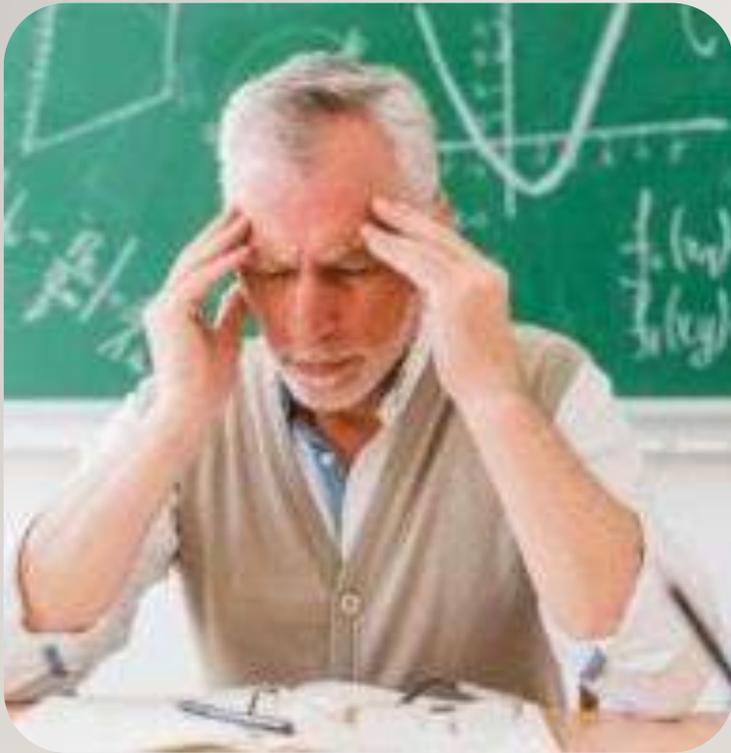
## Internal

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- Chronic worry
- Pessimism
- Negative self-talk
- Unrealistic expectation/perfectionism
- Rigid thinking, lack of flexibility
- All or nothing attitude

# SYMPTOMS OF STRESS

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- Feelings of irritation and inadequacy when thinking about school
- Physical symptoms such as headaches and insomnia
- Withdrawal from colleagues or conflicts with colleagues
- Difficulty concentrating at work
- Absences or the desire to miss work

# WHAT ASPECTS OF LIFE DOES STRESS AFFECT?

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- Emotions
- Behavior
- Thinking ability
- Energy
- Well-being
- Mental alertness
- Professional and personal relationships

# WHAT ASPECTS OF LIFE DOES STRESS AFFECT?

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- Defensiveness
- Lack of motivation
- Difficulty concentrating
- Accidents, errors
- Reduced productivity
- Interpersonal conflict

# COMMON RESPONSES- PHYSICAL REACTIONS

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- Insomnia/nightmares
- Fatigue
- Hyperactivity or "nervous" energy
- Stomach problems, heartburn, gas
- Pain in the neck or back
- Headaches
- Heart palpitations or pains in the chest
- Dizzy spells
- Hair loss



# COMMON RESPONSES- EFFECTS ON THE WORKPLACE

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- Inability to concentrate
- Increased incidence of errors
- Lapses of memory
- Increase in absenteeism
- Tendency to overwork
- Isolation from others
- Increased arguments



# STRESS VS. BURNOUT

## Stress Effects

- Over-engagement
- Emotions are overreactive
- Produces urgency and hyperactivity
- Loss of energy
- Can lead to anxiety disorders
- Primary damage is physical

## Burnout Effects

- Disengagement
- Emotions are blunted
- Produces helplessness and hopelessness
- Loss of motivation, ideals and hope
- Leads to detachment and depression
- Primary damage is emotional



## FATIGUE

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“A state of feeling tired, weary, or sleepy that results from prolonged mental and physical work, extended periods of anxiety, exposure to harsh environment, or loss of sleep”.

# SYMPTOMS OF FATIGUE

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- chronic tiredness or sleepiness.
- headache.
- dizziness.
- sore or aching muscles.
- muscle weakness.
- slowed reflexes and responses.
- impaired decision-making and judgement.
- moodiness, such as irritability.



# CAUSES OF FATIGUE

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- **Medical causes** – unremitting exhaustion may be a sign of an underlying illness, such as a thyroid disorder, heart disease or diabetes.
- **Lifestyle-related causes** – alcohol or drugs or lack of regular exercise can lead to feelings of fatigue.
- **Workplace-related causes** – workplace stress can lead to feelings of fatigue
- **Emotional concerns and stress** – fatigue is a common symptom of mental health problems, such as depression and grief, and may be accompanied by other signs and symptoms, including irritability and lack of motivation.



# CAUSES OF FATIGUE

## Workplace-related causes –

- Shift work
- poor workplace practices
- workplace stress
- burnout
- unemployment

Fatigue is estimated to cost employers **\$136 billion** a year in lost productivity.



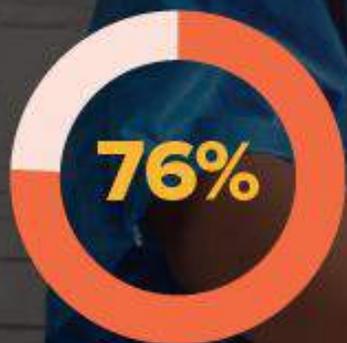


# PANDEMIC (COVID) FATIGUE

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Is a complex of emotions that include boredom, loneliness, sadness, frustration, anxiety, fear, anger, and resentment, all brought on by the loss of activities and social relations produced by pandemic restrictions.

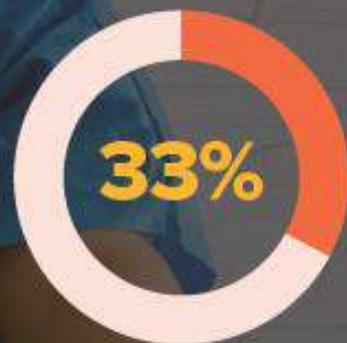
# BURNED OUT



of U.S. employees are currently experiencing worker burnout.



say worries about COVID-19 have been a contributing factor.



say worries about political issues have contributed to their burnout.

Source: Spring Health.

## COVID-19'S IMPACT ON MENTAL HEALTH



of the global workforce says the pandemic has negatively affected their mental health.



say their mental health issues are causing sleep deprivation, poor physical health, reduced happiness at home, strained family relationships or isolation from friends.



of people would prefer to talk to a robot over their manager about stress and anxiety at work.

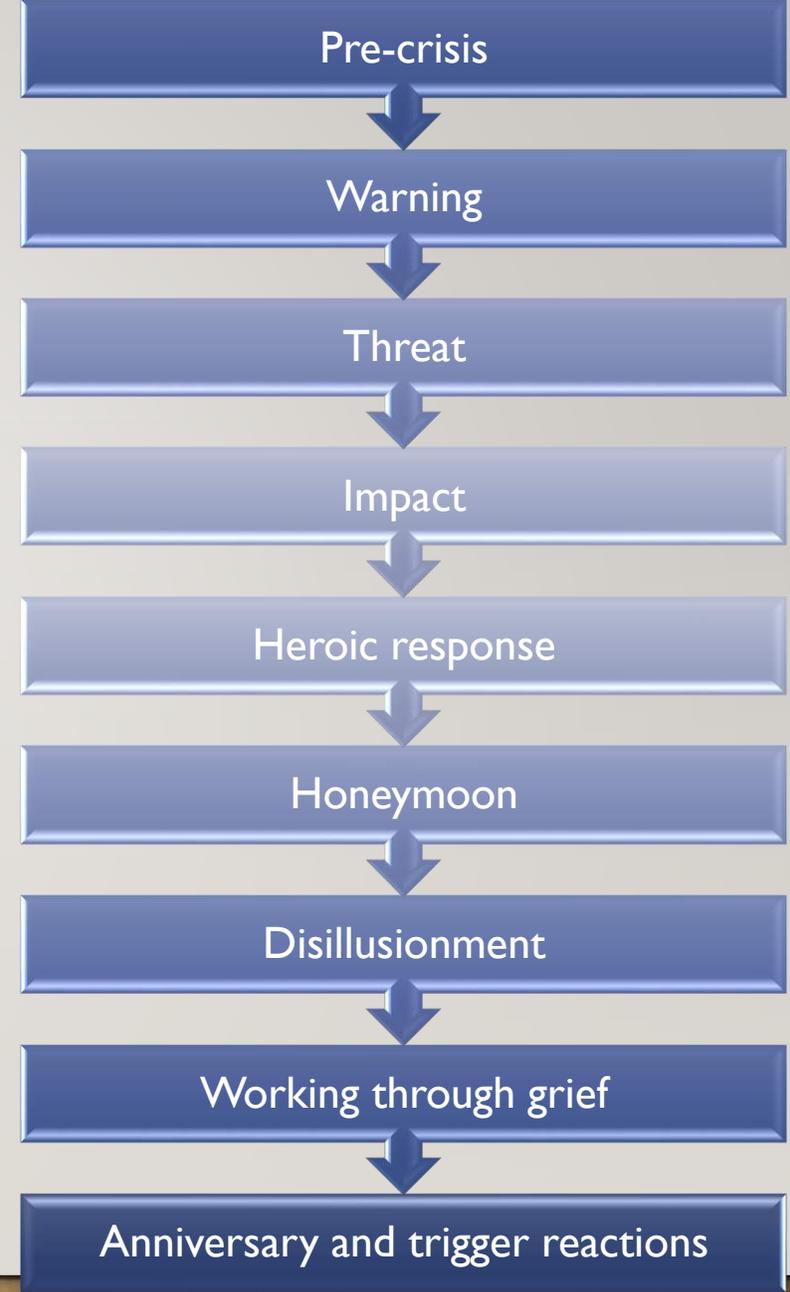
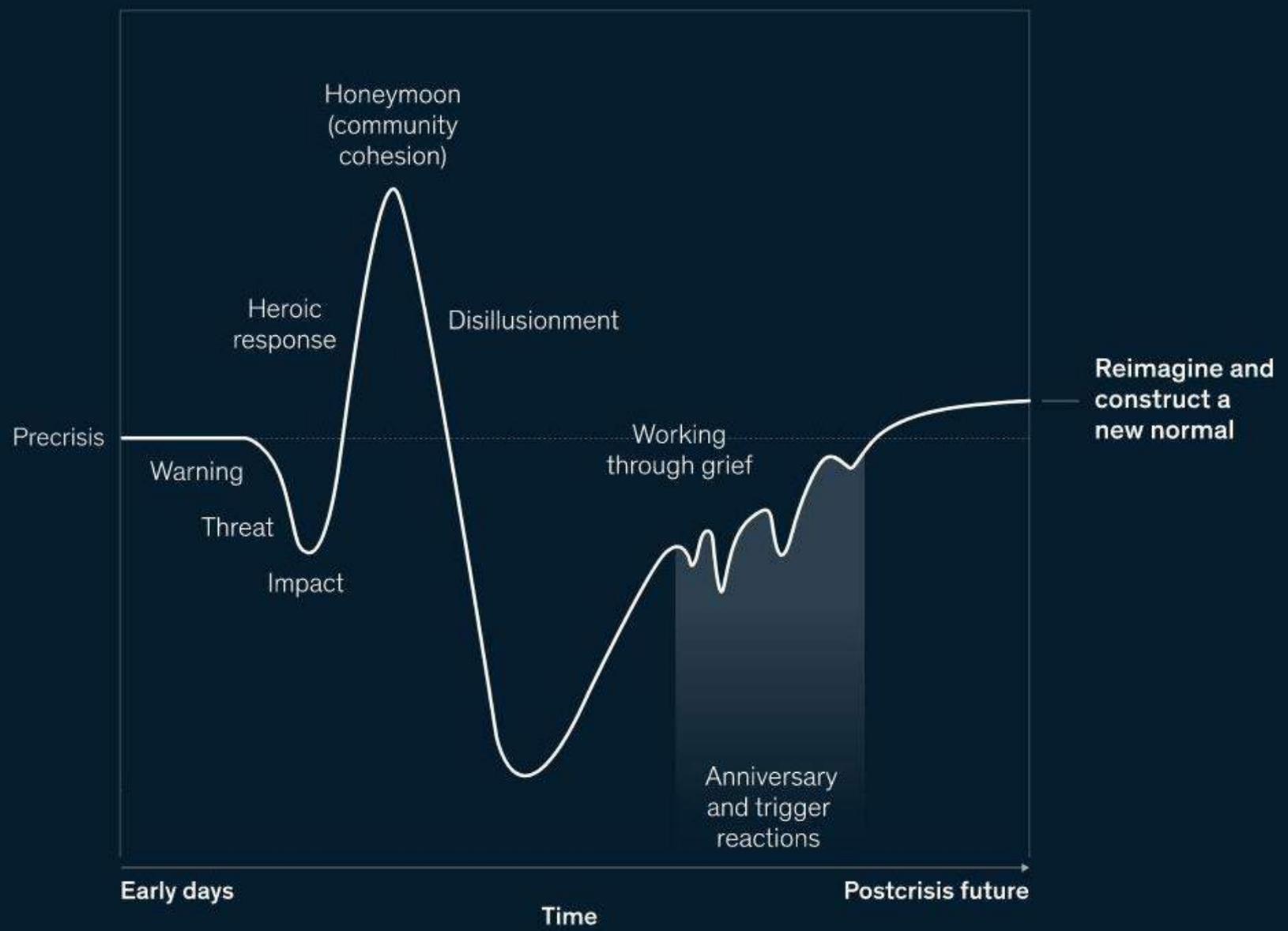


of workers believe their company should be doing more to protect the mental health of the workforce.

Source: Oracle and Workplace Intelligence.

# Postcrisis-response stages: Where are you on the journey from heroic to disillusioned and beyond?

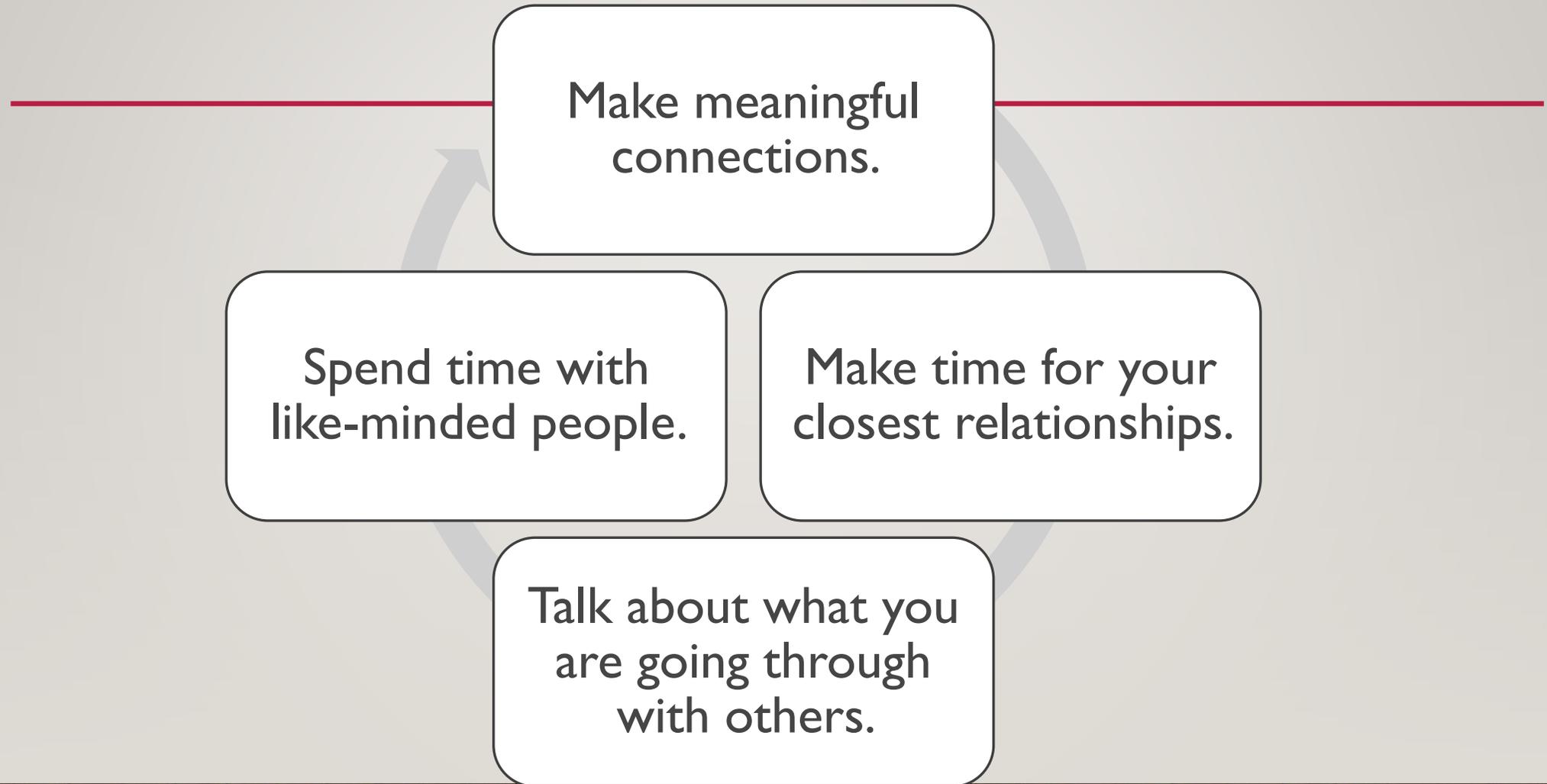
Path of collective psychological response to crisis (illustrative)



# 7 WAYS TO TAKE CARE OF YOURSELF TO HELP BUILD RESILIENCE

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# BUILDING YOUR RESILIENCE WITH SELF-CARE





# PAY ATTENTION TO YOUR PHYSICAL SELF-CARE

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# BUILDING YOUR RESILIENCE WITH SELF-CARE

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Make  
exercise  
a priority

1. walking
2. swimming
3. biking
4. working out at the gym or
5. along with an exercise video, or even doing vigorous chores at home

# BUILDING YOUR RESILIENCE WITH SELF-CARE

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Follow a  
healthy  
diet

Avoid junk food and fast food. Limit how much alcohol you drink; over time, it depletes your energy and resilience.

# BUILDING YOUR RESILIENCE WITH SELF-CARE

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Follow  
good  
sleep  
practices

Avoid junk food and fast food. Limit how much alcohol you drink; over time, it depletes your energy and resilience.

# REFRAME HOW YOU VIEW PROBLEMS AND CHALLENGES

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# BUILDING YOUR RESILIENCE WITH SELF-CARE

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Reframe a  
difficult  
experience

Reframing means changing the way you think or “talk” to yourself about a stressful event.

“I will never get through this,” vs. “I will get through this by using the techniques that have helped when I’ve had difficult experiences in the past, including asking others for help and finding strength in my community.”

# BUILDING YOUR RESILIENCE WITH SELF-CARE

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Remember that stressful events usually provide opportunities to learn and grow

Try to identify these, so they can help you in the future.

For example, if you are dealing with significant financial concerns, try to understand the things that contributed to your situation and what you could do in the future to avoid repeating the same mistakes (i.e. fewer credit cards, not carrying a balance, making a budget, etc.)



# BUILD EMOTIONAL RESILIENCE

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# BUILDING YOUR RESILIENCE WITH SELF-CARE

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Learn from  
others who  
are role  
models of  
resilience

Try to identify these, so they can help you in the future.

For example, if you are dealing with significant financial concerns, try to understand the things that contributed to your situation and what you could do in the future to avoid repeating the same mistakes (i.e. fewer credit cards, not carrying a balance, making a budget, etc.)

# BUILDING YOUR RESILIENCE WITH SELF-CARE

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Try to avoid  
catastrophic  
thinking

During times of uncertainty, we often try to fill in the blanks. We may wonder “what if this happens” and imagine worst-case scenarios. While it is good to be prepared, it is rare that worst-case scenarios come true.

# BUILDING YOUR RESILIENCE WITH SELF-CARE

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Give  
yourself a  
break from  
media

Many media-worthy events can be presented in an exaggerated or false manner to attract attention.

Unplug for part of each day from all your sources of media and news.

# BUILDING YOUR RESILIENCE WITH SELF-CARE

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Keep  
your life  
simple

Simplify your routines and set limits to protect your time

Make time for simple pleasures

# BUILDING YOUR RESILIENCE WITH SELF-CARE

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## Practice relaxation techniques

Deep breathing, meditation, mindfulness, and yoga are four widely used relaxation techniques that can help improve mental and physical well-being.



# THE VILLAGE BUSINESS INSTITUTE: EAP PROVIDES

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Face to face and web-based counseling services

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If you are looking for some assistance, please  
contact the Village at **1-800-627-8220** or  
check out our website at  
**[www.VillageEAP.com](http://www.VillageEAP.com)**



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