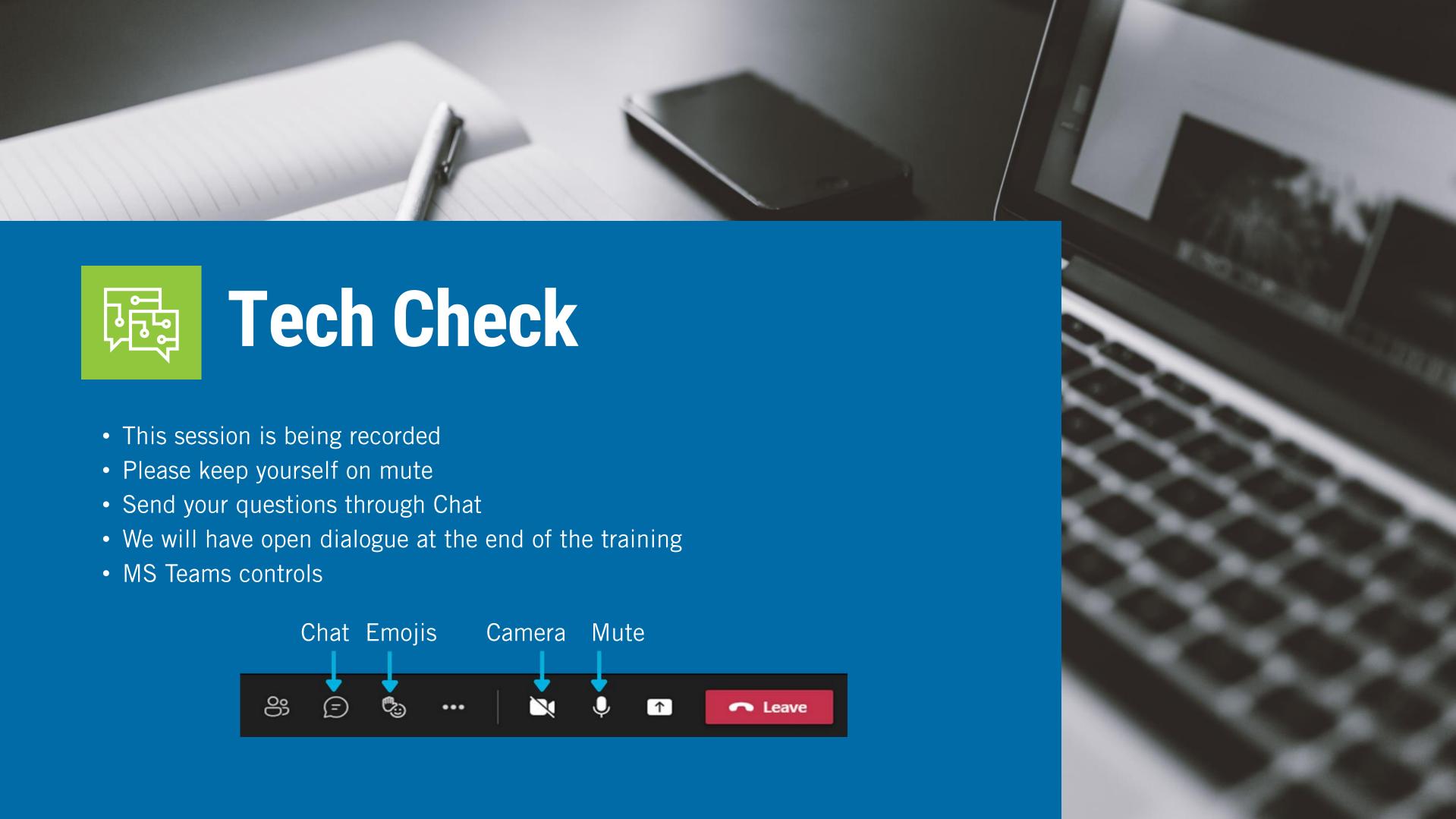


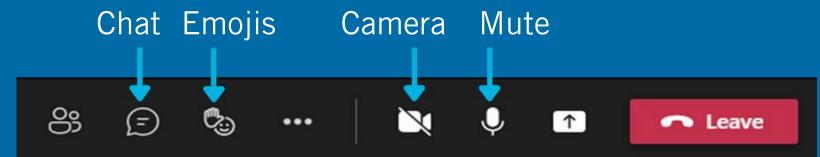
Recognizing and Addressing **Workplace Burnout**

Jeff Lintner, Sr. Employee Assistance Counselor Carrie Beshears, Well-Being Manager Lisa Ocampo, Well-Being Program Coordinator

May 4, 2022

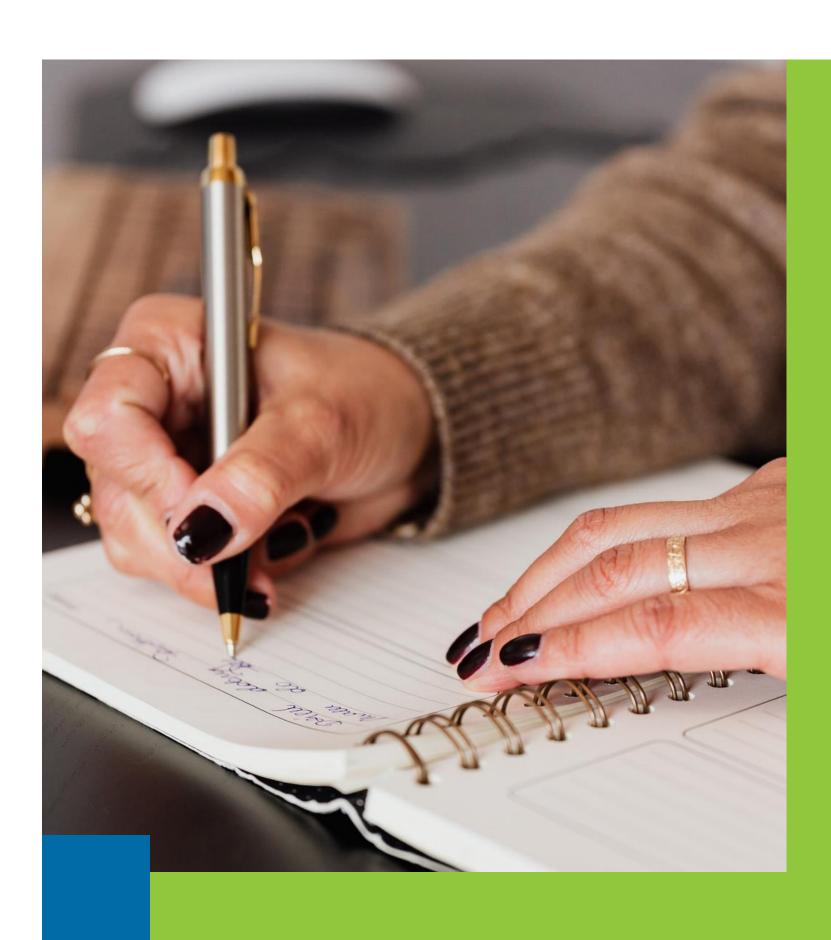






Agenda

- W@W Program Updates
- Workplace Burnout
- Well-Being Support
- Next steps



Updates

- Q4 Spotlight submissions
- Annual plans
- Well-being Activities



• Q4 Check-in with your Coordinator

Recognizing and Addressing Workplace Burnout

Jeff Lintner, Sr. Employee Assistance Counselor



What is burnout?

A form of exhaustion caused by constantly feeling swamped. It's a result of excessive and prolonged emotional, physical, and mental stress. Burnout happens when you're feeling overwhelmed, emotionally drained, and unable to keep up with life's constant demands.

- Covid
- Social unrest hate crimes
- Political division ullet
- Climate change
- Delta, Omicron variants lacksquare
- Russian invasion of Ukraine
- Changes to the work environment

Poll: Have you ever experienced work related burnout?

Poll shared in the chat



Results of Gallup poll on burnout

Employees who say they very often or always experience burnout at work are:

63% more likely to take a sick day
2.6x as likely to be actively seeking a different job
13%
23% more likely to visit the emergency room

Less confident in their performance

https://www.gallup.com/workplace/313160/preventing-and-dealing-with-employee-burnout.aspx

Causes of workplace burnout

According to Gallup, the top five factors associated with work related burnout are:

- Feeling mistreated at work
- Unmanageable workloads
- Unclear or lack of communication from managers
- Lack of manager support
- Unreasonable time pressures



Signs and Symptoms of Workplace Burnout

Workplace burnout diminishes employees' desires to learn and grow. Signs of burnout at work include people feeling:



depleted or exhausted

02

mentally distant from their job or



negative feelings or cynicism about their job



reduced performance



Stress vs. Burnout

Stress	Burn
Characterized by over-engagement.	Characterized by dise
Emotions are overreactive.	Emotions are blunted
Produces urgency and hyperactivity.	Produces helplessnes
Loss of energy.	Loss of motivation, id
Leads to anxiety disorders.	Leads to detachment
Primary damage is physical.	Primary damage is er
May kill you prematurely.	May make life seem r

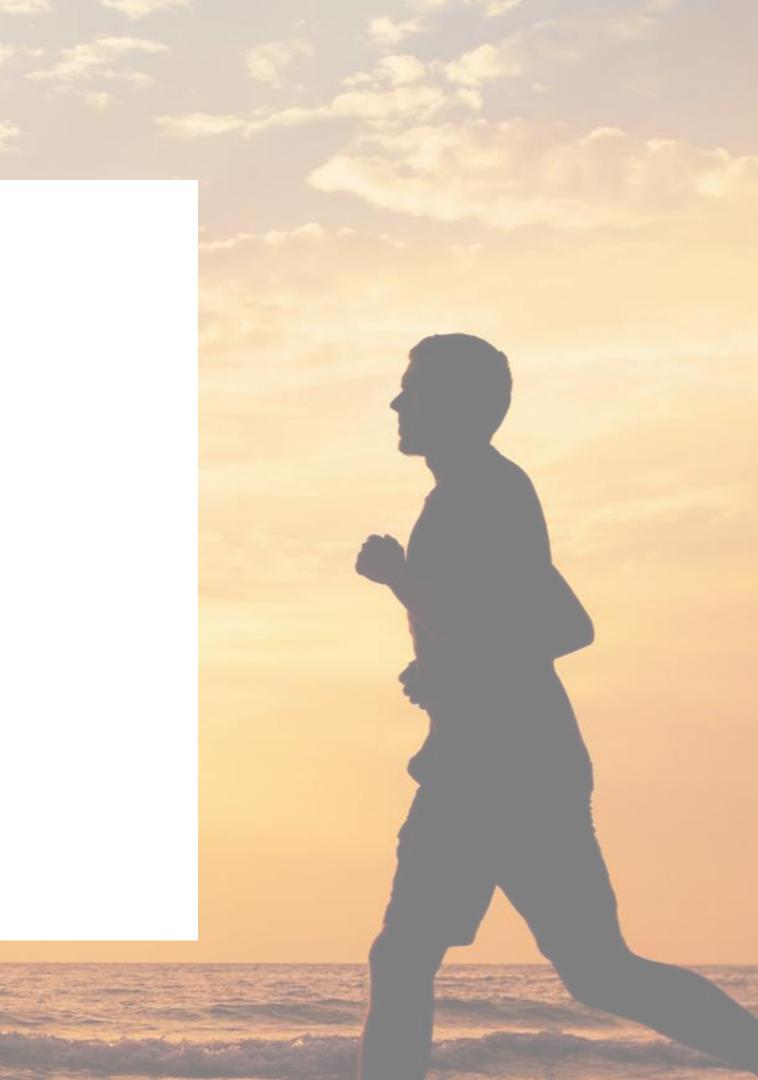
nout

- engagement.
- d.
- ess and hopelessness.
- deals, and hope.
- it and depression.
- emotional.
- not worth living.

What to do if you feel burned out

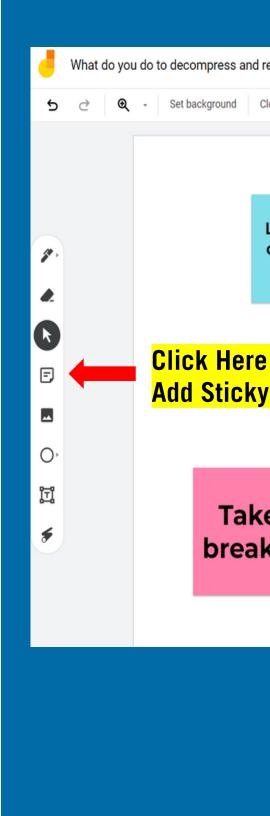
There are positive steps you can take to deal with burnout

- ⁰¹ Reach out to others
- ⁰² Set boundaries where you can
- ⁰³ Reframe the way you think of work
- 04 Boost your mood through exercise, eating well, and getting adequate sleep



Jamboard Activity: Add a sticky note -How might you decompress & recharge to avoid feeling burned out?

https://jamboard.google.com/d/13UpmUdqGM8BR0CiN1dQuAxyZC8LRvId6Ws5HVeYXNb0/edit?usp=sharing



echarge?	<	1/1	>			•	:	â
lear frame								
Listen to classical muisc					Bake cookies			
to Note								
e ks!								

What to do if a coworker appears burned out

There are positive steps you can take if a coworker appears burned out:



- 02 Check-in to see how they are doing
- **03** Know some credible resources to offer



Well-Being Support

Carrie Beshears, Well-Being Manager

Lessen the chance of employees getting burned out by:

- ✓ Share available resources with employee's
- ✓ Support and promote Mental Health Awareness Month
- ✓ Elevate the Well-Being Activities Memorandum
- ✓ Actively demonstrate connecting with coworkers, taking breaks to recharge and practicing self-care through toolkits
- ✓ Schedule well-being activities

Virtual

Help support remote employees stay engaged and provide opportunities for employees to participate from anywhere.



Increase employee engagement at the worksite and space to create team building experiences.



EMPLOYEE ASSISTANCE PROGRAM

WE'RE HERE For You

Call EAP for a consultation, to schedule an appointment or inquire about our services. Calls are answered 24 hours a day, 7 days a week: (628) 652-4600 or (800) 795-2351 <u>https://sfhss.org/eap</u>



RECOGNIZING AND HANDLING **JOB BURNOUT** Take action, know your resources

Have you ever felt like work keeps piling up, you're unable to concentrate, you feel like your productivity level and accomplishments have taken a downward spiral? You might be experiencing job burnout. While it might be normal to experience this occasionally, constant work-related stress can have negative effects on your physical and emotional health. If you feel you are experiencing job burnout, try these tips to help you overcome it.



Is it Job Stress or Burnout? Take an Assessment

Check to see if you're experiencing burnout with your current work at bit.ly/assessment-burnout.



Reach out to others

Seek support through coworkers, friends and family, EAP or use your mental health benefits to help you find someone to talk to.

- Visit sfhss.org/eap for more info or call EAP (628) 652-4600.
- Checkout your mental health benefits sfhss.org/using-your-benefits.

Set boundaries where you can

Don't overextend yourself. Learn to say "no" to requests that can take up more of your time. Take daily break, use your PTO, and don't work past your scheduled shift to help provide you with some time to recharge.

• Visit <u>bit.ly/sfhss-crediblemind</u> for resources to help you create a work-life balance.



4

Reframe the way you think

Shifting your mindset to look at the positive aspects within your life or workplace takes time and practice. Finding value in the work you do can change how you think about your job.

• Learn how to prime your mind for optimism at bit.ly/greatergood-mindset.

Boost your mood

Make self-care a priority and take time to engage in activities that brings you joy. Aim to add exercise or movement daily. Practice healthy eating and get plenty of sleep. Engage in mindfulness activities, like meditation, walking, or gardening. These activities can help boost your mood and energy levels.

 Checkout available well-being classes at sfhss.org/events.

sfhss.org/well-being



Better Every Day. SAN FRANCISCO HEALTH SERVICE SYSTEM







Encourage Employees to Take an Assessment

Take the CredibleMind assessment to see if you're experiencing burnout with your current work. <u>https://sfhss.org/crediblemind?page=assessments/</u> <u>burnout/page1</u>

Resources for your Mental Well-Being

- Over 200 resources for topics such as: anxiety, depression, stress, sleep, and meditation
- Apps, podcasts, videos, articles, and books
- Evidence-based approaches vetted by experts
- Mental and emotional health assessments

Visit - https://sfhss.org/crediblemind

ASSESSMENT

Is it Job Stress

C Takes only 2 minutes

Job stress here and there is norma than usual or feel that you "can't ta physical, emotional, and mental ex

> 1. The following questions don't currently have a jo

Do you feel worn out at the end of the working day?

Are you exhausted in the morning at the thought of another day at work?

s or Bu	rnou	t?			Save as favorite	< Share
, but if you've be	een feeling tir you may be b	ed physically and urned out. Burnc				
s are about y b, think abou		s related to yo ob.)	ur job or wo	ork. (If you		
Never/almost never	Seldom	Sometimes	Often	Always	"You cannot always co outside. But you can a	0
\bigcirc	\bigcirc	0	\bigcirc	\bigcirc	goes on i	nside."
0	0	0	0	0	Wayne W Author, Motivational Counselor, F	Speaker, Guidance

Month

Support & Promote in May

1 in 5 individuals live with a mental health condition May is Mental Health Awareness Month and SFHSS supports the emotional and

mental health and well-being of all employees and members.

The campaign focuses on raising awareness and providing resources through:

- Weekly emails messages that focus on family mental health, anxiety, stress & burnout, and whole person well-being
- Assessment tools to help identify individual's risk
- Articles, blogs, videos related to weekly topics
- Visit the MHA webpage <u>https://sfhss.org/were-here-</u> for-vou
- Mental Health First Aid (4-hour training): 6/1 & 6/6

- request pins



Stress First Aid (2-hour training): <u>5/17 & 5/24</u> Seminars and virtual group exercise classes -Visit https://sfhss.org/events for more info and events Download virtual meeting backgrounds Wear green ribbons – email <u>well-being@sfgov.org</u> to



Accessing Resources Available to Employees

Department of Human Resources Prioritizing the Health and Well-Being of all City Employees

- Use communications avenues to elevate and share with employees
- Encourage employees to participate in well-being activities
- SFHSS will connect with leadership to ask for their support
- Download Memo <u>https://sfhss.org/resource/well-being-memo</u>





Department of Human Resources Connecting People with Purpose www.sfdhr.org

MEMORANDUM

 DATE:
 May 3, 2022

 TO:
 Department Heads Departmental Personnel Officers

 FROM:
 Carol Isen, Human Resources Director

 SUBJECT:
 Prioritizing the Health and Well-Being of all City Employees

The City and County of San Francisco recognizes that in order to best serve the residents of San Francisco, we must prioritize the well-being of our employees. For that reason, we are encouraging employees to participate in programs designed to improve mental health, prevent long-term disease, and support employees to be more present and focused both at work and home. These efforts are part of our shared effort to build a culture of employee wellness.

Wellness in the workplace is critical because time spent at work constitutes a significant portion of an employee's waking hours on any given workday. Work environments, work culture, and our coworkers can influence choices made during the workday, such as what to eat for lunch and what to do on a break. These decisions can have a significant impact on the health of each individual.

Developing a culture of wellness requires support from leadership, which is why we need your help. We are asking you to support your department staff in making healthy choices and achieving their health goals. Support may look like starting a buddy system where co-workers encourage each other to choose healthy meals, encouraging attending citywide stretching or mindfulness breaks, organizing walks during employee lunch breaks, or participating in a healthy challenge or activity together.

The San Francisco Health Services System (SF HSS) offers a range of options to support employee well-being, including programs that support mental and emotional well-being, stress management, physical activity and movement, nutrition, and preventive care. In addition, most departments have one or more "Well-Being Champions" to provide well-being activities to employees. Please sign-up to participate and encourage your co-workers to participate as well. Department Well-Being Champions can share a list of the available we

- Employee Assistance Program (EAP)
 - Free, confidential, and voluntary could
 - Individual consultations and referral
 - Organizational services
 - For more information visit: https://sfhss
- Diabetes Prevention Program (DPP) This y Disease Control and Prevention (CDC) can su to lose weight, improve overall health, and r

One South Van Ness Avenue, 4th Floor • San Fr

 Healthy Habits Program - Guided discussions led by a Lifestyle Coach on healthy behaviors for nutrition, exercise, stress, sleep, and staying motivated.

- Lifestyle Coaching Employees can create healthy habits and stay motivated in their wellness routine with the support of a Lifestyle Coach.
- Group Exercise Classes FREE movement classes such as Pilates, Bootcamp, Zumba, etc.
- Workshops and Seminars Stress First Aid, Resiliency, Mental Health First Aid and more.

Learn more about well-being benefits and resources by visiting https://sfhss.org/well-being.

All employees may use floating holidays, vacation, sick and compensatory time off (CTO) to participate in well-being programs and activities. Employees may also work with their supervisor for a flexible schedule arrangement where operationally feasible, to participate in certain wellbeing programs or activities.

The appropriate use of sick leave is detailed in the Civil Service Commission Rules and the City's <u>Employee Handbook</u>. Sick leave is not generally available for well-being activities unless the activity is delivered or led by a licensed medical professional.

The following chart provides examples of when paid leave or flex time is appropriat

Activity	Approximate Length of Time	Type of Time		
Biometric Screening	30 minutes (15 minute appointments)	Flexible scheduling, sick leave, vacation, floating holiday, CTO		
Flu Shots	20 minutes (10 minute appointments)	Flexible scheduling, sick leave, vacation, floating holiday, CTO		
Lifestyle Coaching	30 minutes (20 minute appointments)	Flexible scheduling, vacation, floating holiday, CTO		
Interactive Seminars (aka Lunch and Learns)	60 minutes (45 minute presentations)	Flexible scheduling, vacation, floating holiday, CTO		
Tobacco Cessation Classes/ Weight Management Classes (DPP and Healthy Habits)	2-3 hours – 7-10 days	Flexible scheduling, vacation, floating holiday, CTO		
Classes Offered by Medical Provider or Health Plan	2 hours	Sick leave, vacation, floating holiday, CTO		
Employee Assistance Program (EAP) Counseling	60 minutes	Sick leave, vacation, floating holiday, CTO		
EAP Work-Related Training Programs	1-8 hours depending on the training	Work time if assigned by a supervisor to attend for work- related purposes, vacation, floating holiday, CTO		

Please contact Mawuli Tugbenyoh, Deputy Director of Policy and External Affairs at <u>mawuli.tugbenyoh@sfgov.org</u> for any questions related to this policy.

Well-Being@Work Toolkits

Create engagement opportunities that focus on well-being at work. <u>Download</u> a toolkit to access step-by-step instructions to facilitate a program or activity for your department.



- BINGO Bustle
- Fitness Passport
- Find Your 30

RECHARGE

- Create a RECHARGE Space
- Walking to RECHARGE
- RECHARGE with Instant
 Recess

Visit <u>https://sfhss.org/well-beingatwork/toolkits-campaigns</u> to learn more and to view all available toolkits.



- Aim for 5 Challenge
- Hosting Healthy Gatherings
- Fruit & Vegetable Trivia

Virtual Well-Being Activities



Examples:

- Virtual exercise classes
- Telephonic coaching
- <u>5-min meeting energizer</u> activities
- lacksquare
- \bullet
- Team engagement activities

Department challenges (toolkits or dept. led) Webinars (<u>KP, ComPsych</u>, <u>HealthNet</u>, <u>YMCA</u>, <u>SFHSS</u>)

Employee <u>recognition and appreciation</u> events Celebrations (e.g., holidays, milestones, award ceremonies)

In-Person Well-Being Activities

Examples:

- Department challenges (toolkits or dept. led)
- Trainings and workshops (SFHSS Well-Bing & EAP)
- <u>5-min meeting energizer</u> activities
- RECHARGE space or quiet space to take breaks
- Team building retreats
- Employee <u>recognition and appreciation</u> events
- Walking meetings
- Celebrations (e.g., holidays, milestones, award ceremonies)
- Health fairs/special events
- Group exercise classes (limited availability)



Next Steps

SHARE RESOURCES

- EAP
- Recognizing & Handling Job Burnout Flyer
- CredibleMind

ELEVATE DHR MEMORANDUM:

- Encouraging Well-Being activities at work
- Download and share the Memo



OFFER WELL-BEING ACTIVITIES

- Request activities that fit the needs of your employees
- Use toolkits to help with department led activities

SUPPORT AND PROMOTE MHA MONTH ACTIVITIES

- Help raise awareness and share resources
- Wear pins or use virtual meeting backgrounds

Thank You