



# Recognizing and Addressing Workplace Burnout

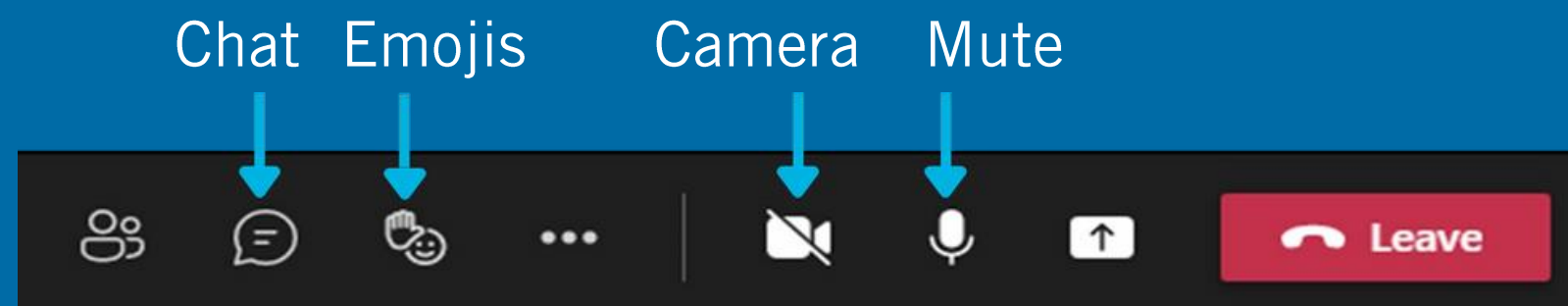
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Jeff Lintner, Sr. Employee Assistance Counselor  
Carrie Beshears, Well-Being Manager  
Lisa Ocampo, Well-Being Program Coordinator



# Tech Check

- This session is being recorded
- Please keep yourself on mute
- Send your questions through Chat
- We will have open dialogue at the end of the training
- MS Teams controls





# Agenda

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





# Updates

- Q4 Check-in with your Coordinator
- Q4 Spotlight submissions
- Annual plans
- Well-being Activities



# Recognizing and Addressing Workplace Burnout

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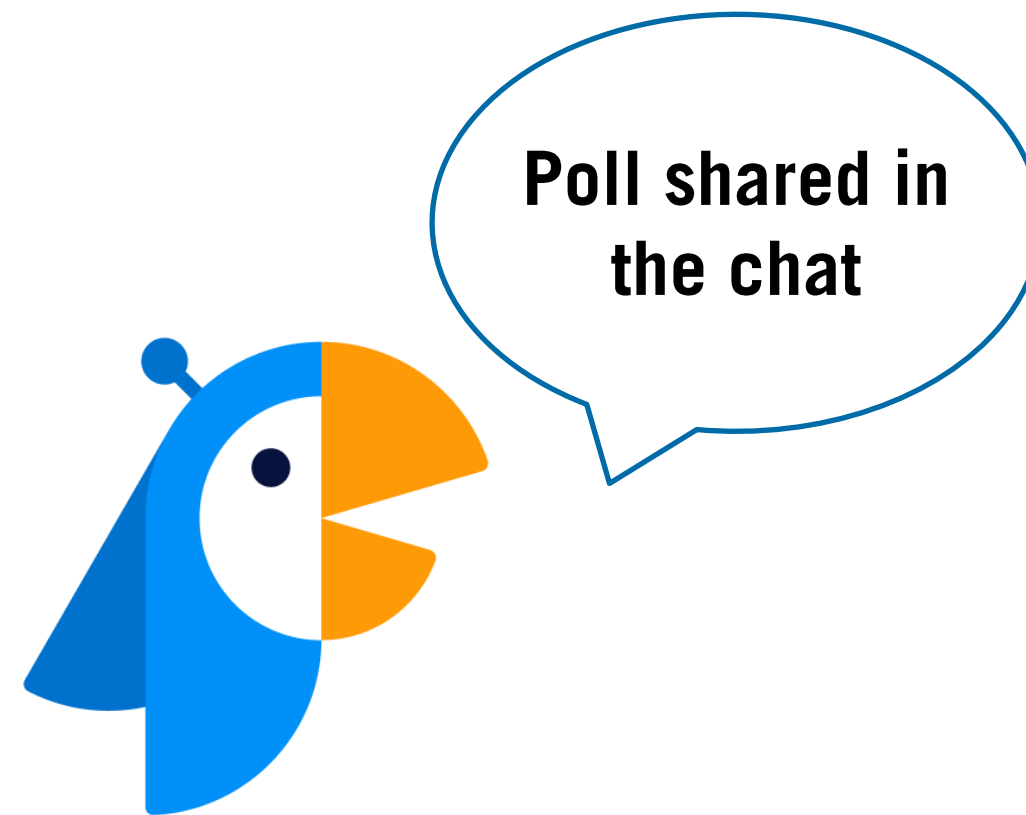


# What is burnout?

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
- Climate change
- Delta, Omicron variants
- Russian invasion of Ukraine
- Changes to the work environment

# Poll: Have you ever experienced work related burnout?



# 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%**

Less confident in their performance

**23%**

more likely to visit the emergency room

**1/2**

as likely to discuss how to approach performance goals with their manager



# Causes of workplace burnout

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

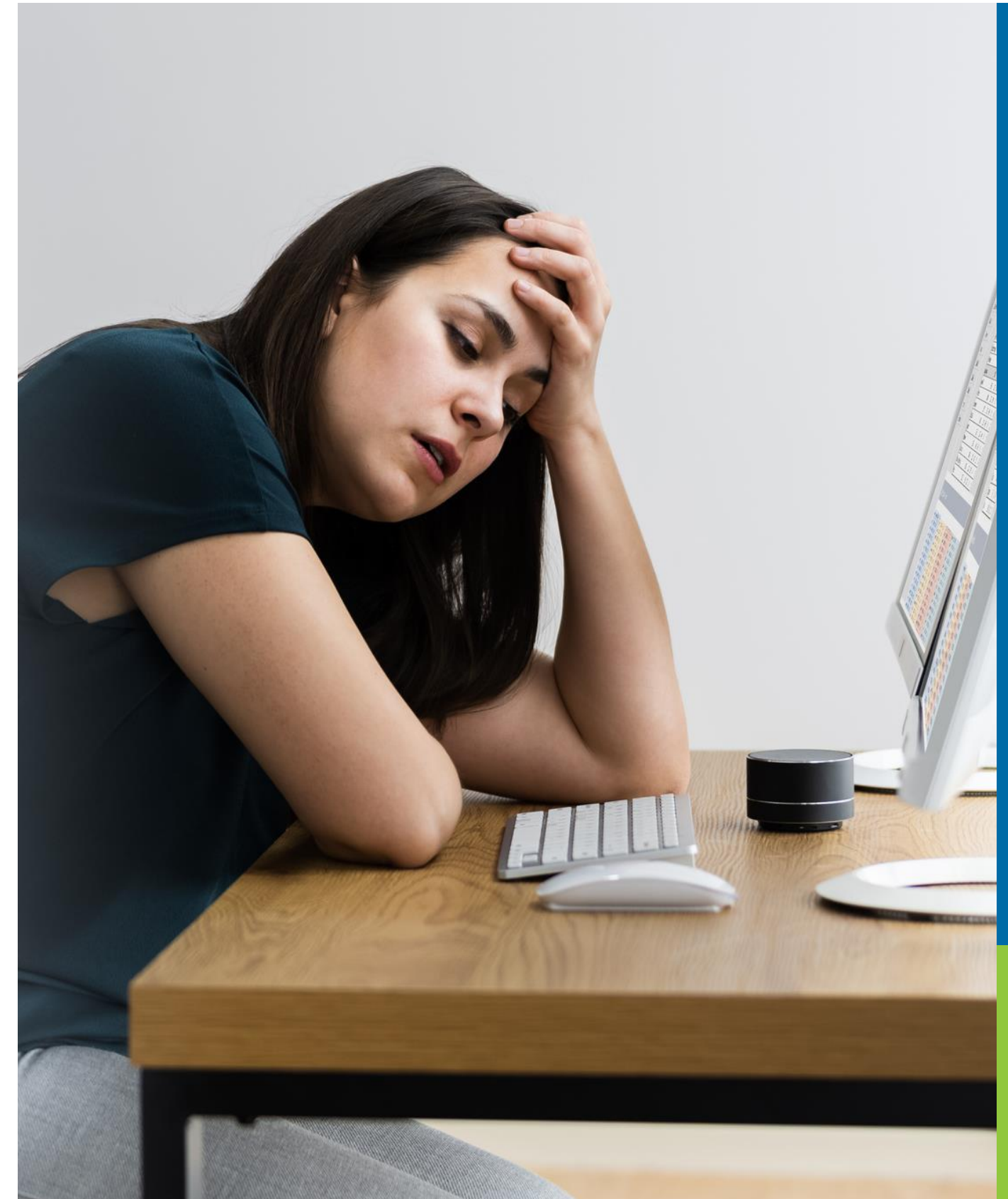
- Feeling mistreated at work
- Unmanageable workloads
- Unclear or lack of communication from managers
- Lack of manager support
- Unreasonable time pressures



# Signs and Symptoms of Workplace Burnout

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

- 01 depleted or exhausted
- 02 mentally distant from their job or
- 03 negative feelings or cynicism about their job
- 04 reduced performance



# Stress vs. Burnout

Stress	Burnout
Characterized by over-engagement.	Characterized by disengagement.
Emotions are overreactive.	Emotions are blunted.
Produces urgency and hyperactivity.	Produces helplessness and hopelessness.
Loss of energy.	Loss of motivation, ideals, and hope.
Leads to anxiety disorders.	Leads to detachment and depression.
Primary damage is physical.	Primary damage is emotional.
May kill you prematurely.	May make life seem not worth living.



# What to do if you feel burned out

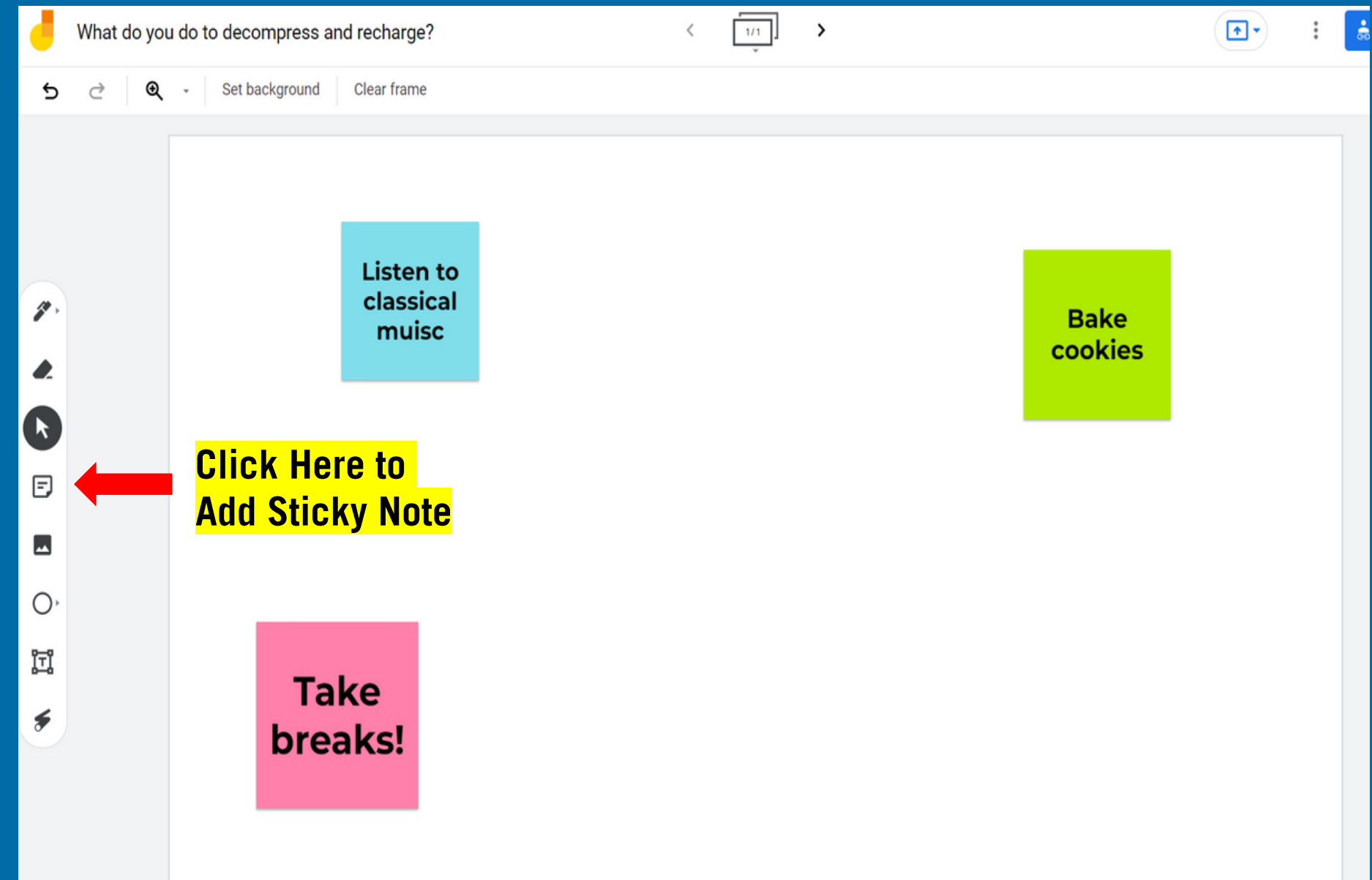
There are positive steps you can take to deal with burnout

- 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>



# What to do if a coworker appears burned out

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

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





# Well-Being Support

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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.

## In-person

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

<https://sfhss.org/eap>





# 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](https://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](https://sfhss.org/eap) for more info or call EAP (628) 652-4600.
- Checkout your mental health benefits [sfhss.org/using-your-benefits](https://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 [bit.ly/sfhss-crediblemind](https://bit.ly/sfhss-crediblemind) for resources to help you create a work-life balance.



### 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](https://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](https://sfhss.org/events).

Better Every Day. SAN FRANCISCO HEALTH SERVICE SYSTEM

[sfhss.org/well-being](https://sfhss.org/well-being)

# KNOW YOUR RESOURCES

WE'RE HERE *For You*

CRISIS RESOURCES	CITY RESOURCES
<p><b>The National Crisis Hotline</b> (800) 273-8255</p> <p><b>National Domestic Violence Hotline</b> (800) 799-7233 <a href="https://thehotline.org">thehotline.org</a></p> <p><b>National Sexual Assault Hotline</b> (800) 656-4673</p>	<p><b>SFHSS Employee Assistance Program</b> <a href="https://sfhss.org/eap">sfhss.org/eap</a> (628) 652-4600 or (800) 795-2351</p> <p><b>Mental Health &amp; Substance Abuse Benefits:</b></p> <ul style="list-style-type: none"><li>Blue Shield (877) 263-9952 or 24/7 LifeReferrals (800) 985-2405</li><li>Kaiser (800) 464-4000</li><li>Health Net CanopyCare (833) 996-2567</li></ul> <p><a href="https://sfhss.org/Using-Your-Benefits/mental-health-emp">sfhss.org/Using-Your-Benefits/mental-health-emp</a></p>
APPS	WEBSITES
<ul style="list-style-type: none"><li><a href="https://liberatemeditation.com">liberatemeditation.com</a> a free meditation app developed by and for people of color.</li><li><a href="https://calm.com">calm.com</a> an app for anxiety, sleep, mindfulness and meditation. (Free to Kaiser Permanente members on kp.org.)</li><li><a href="https://headspace.com">headspace.com</a> an app for anxiety and coping with stress.</li><li><a href="https://onemomentcompany.com/app">onemomentcompany.com/app</a> a free app to learn 'One Moment Mediation' for stress and anxiety relief.</li><li><a href="https://insighttimer.com">insighttimer.com</a> a free app for sleep, anxiety and stress.</li></ul>	<ul style="list-style-type: none"><li><a href="https://sfhss.org/crediblemind">sfhss.org/crediblemind</a> a clearinghouse of information, assessments, short videos, mental health and well-being resources.</li><li><a href="https://sfhss.org/well-being">sfhss.org/well-being</a> provides a variety of resources, programs and information to support your health and well-being.</li><li><a href="https://greatergood.berkeley.edu">greatergood.berkeley.edu</a> offers articles, videos and helpful tips on dealing with stress, anxiety &amp; crisis.</li><li><a href="https://helpguide.org">helpguide.org</a> find helpful articles and videos on mental health topics.</li></ul>

Better Every Day. SAN FRANCISCO HEALTH SERVICE SYSTEM

[sfhss.org/well-being](https://sfhss.org/well-being)

Download and share <https://sfhss.org/resource/recognizing-handling-job-burnout>



# 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>

## Encourage Employees to Take an Assessment

Take the CredibleMind assessment to see if you're experiencing burnout with your current work.

<https://sfhss.org/crediblemind?page=assessments/burnout/page1>

ASSESSMENT

Save as favorite

Share

### Is it Job Stress or Burnout?

Takes only 2 minutes

Job stress here and there is normal, but if you've been feeling tired physically and emotionally more than usual or feel that you "can't take it anymore", you may be burned out. Burnout is associated with physical, emotional, and mental exhaustion and neg... [Read More](#)

1. The following questions are about your feelings related to your job or work. (If you don't currently have a job, think about your last job.)

	Never/almost never	Seldom	Sometimes	Often	Always
Do you feel worn out at the end of the working day?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are you exhausted in the morning at the thought of another day at work?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Wayne W. Dyer  
Author, Motivational Speaker, Guidance Counselor, Professor

"You cannot always control what goes on outside. But you can always control what goes on inside."



# Mental Health Awareness 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 <https://sfhss.org/were-here-for-you>
- Mental Health First Aid (4-hour training): 6/1 & 6/6
- Stress First Aid (2-hour training): [5/17](#) & [5/24](#)
- Seminars and virtual group exercise classes -Visit <https://sfhss.org/events> for more info and events
- [Download](#) virtual meeting backgrounds
- Wear green ribbons – email [well-being@sfgov.org](mailto:well-being@sfgov.org) to request pins



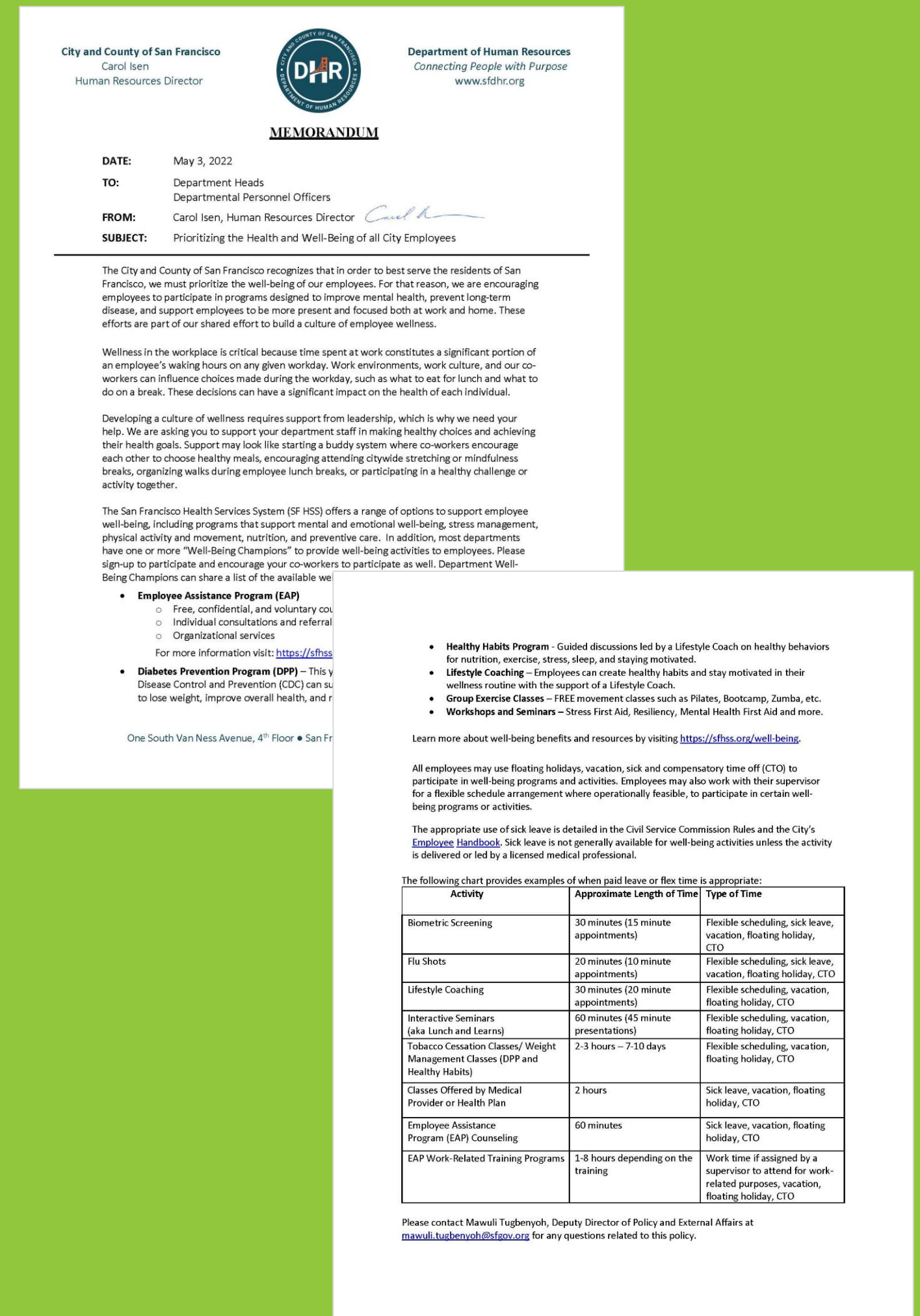


# Accessing Resources Available to Employees

# 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 <https://sfhss.org/resource/well-being-memo>



# Well-Being@Work Toolkits

Create engagement opportunities that focus on well-being at work. [Download](#) a toolkit to access step-by-step instructions to facilitate a program or activity for your department.



- BINGO Bustle
- Fitness Passport
- Find Your 30



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



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

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

# Virtual Well-Being Activities



Examples:

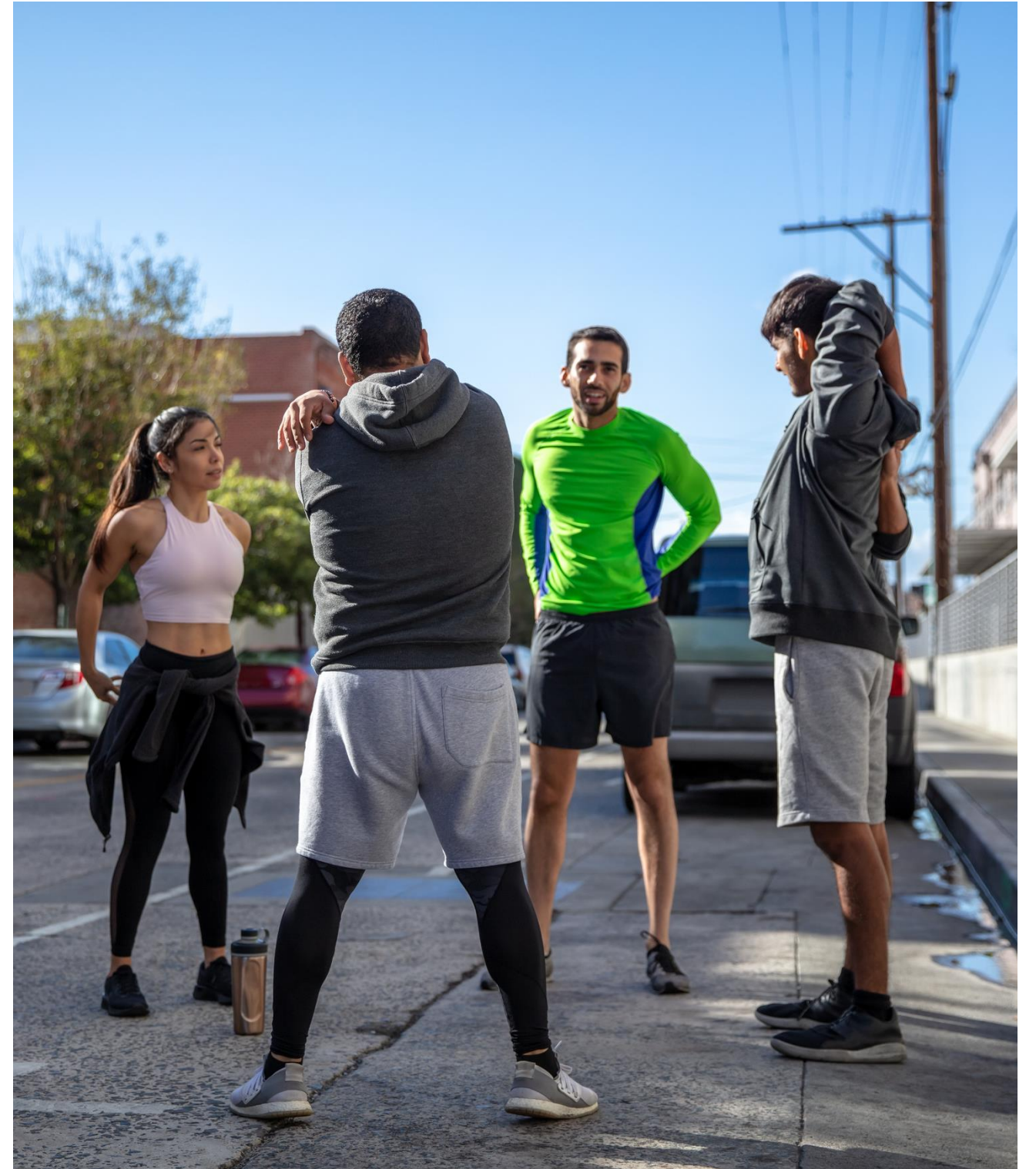
- Department challenges (toolkits or dept. led)
- Webinars ([KP](#), [ComPsych](#), [HealthNet](#), [YMCA](#), [SFHSS](#))
- [Virtual exercise classes](#)
- Telephonic coaching
- [5-min meeting energizer](#) activities
- Employee [recognition and appreciation](#) events
- Celebrations (e.g., holidays, milestones, award ceremonies)
- [Team engagement activities](#)



# In-Person Well-Being Activities

Examples:

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



# Next Steps

## SHARE RESOURCES

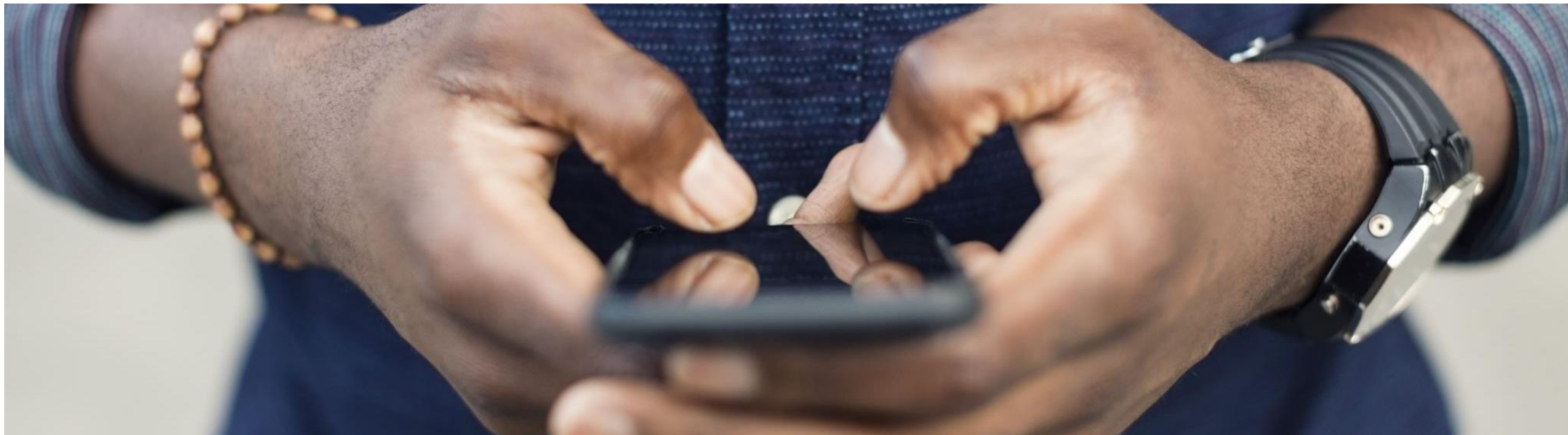
- EAP
- Recognizing & Handling Job Burnout Flyer
- CredibleMind

## 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

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