

Power Up Your Pantry Fall 2020

A Conversation on Burnout: Checking IN, Not Checking OUT

Session 1: Understanding & Identifying Burnout

Host: Bill McKelvey, Project Coordinator, University of Missouri

Facilitator: Carrie Collier, Associate, New Chapter Coaching

October 6, 2020



newchaptercoach.com



**Interdisciplinary Center
for Food Security**

University of Missouri

foodsecurity.missouri.edu

Housekeeping

- We are recording!
- This session will be INTERACTIVE
 - Chats, polls, and breakout rooms
- All workshop materials are housed at <https://foodsecurity.missouri.edu/power-up/conversation-about-burnout/>
- Workshop sponsored by Power Up Your Pantry
 - Program of the MU Interdisciplinary Center for Food Security
 - Supported by New Chapter Coaching
 - Funding provided through a grant from Missouri Foundation for Health



Social Media

- Facebook
 - Power Up Your Pantry at <https://www.facebook.com/powerupyourpantry/>
 - New Chapter Coaching at <https://www.facebook.com/NewChapterCoaching>
- Twitter
 - Interdisciplinary Center for Food Security at <https://twitter.com/mufoodsecurity>

A Conversation on Burnout: Checking IN, Not Checking OUT

1. **TODAY:** Understanding & Identifying Burnout (Webinar with Carrie)
2. **Tuesday, October 15:** Changes, struggles, opportunities, and silver linings at your food pantry during Covid-19 – Part 1 (Facilitated Discussion with Bill McKelvey)
3. **Tuesday, October 20:** Addressing Burnout (Webinar with Carrie)
4. **Tuesday, October 27:** Changes, struggles, opportunities, and silver linings at your food pantry during Covid-19 – Part 2 (Facilitated Discussion with Bill McKelvey)
5. **Thursday, November 5:** Preventing Burnout & Building Resilience (Webinar with Carrie)
6. **Tuesday, November 10:** Changes, struggles, opportunities, and silver linings at your food pantry during Covid-19 – Part 3 (Facilitated Discussion with Bill McKelvey)

All sessions will take place from 11 a.m. – 12 p.m. CST



Carrie Collier
Associate
New Chapter Coaching


Carrie's Background

- **Leadership Development**
- **Counseling/Coaching**
 - **Wellbeing**
 - **DEI**
- **CliftonStrengths**
- **Worked in: Academia, Business, & Nonprofits**



New Chapter
COACHING, LLC

Exploring the Present, Transforming the Future

A close-up photograph of a hand holding a small, realistic globe of the Earth. The globe shows the Americas, with North and South America clearly visible. Another hand is visible at the bottom of the frame, reaching up towards the globe. The background is a solid green color.

**Our mission is to build a better world by
increasing the effectiveness of nonprofit leaders
and the impact of the organizations they serve.**



Coaching
Leadership
Roundtables



Consulting
Strategic Planning
Succession Planning
Executive Transition
Management



**Training &
Facilitation**

Skills-Based
Workshops
Team Building

Poll Time:

What Brings You Here?

I'm concerned about burnout for...

- My Staff
- My Volunteers
- My Board
- Myself
- The entire world

I'm really interested in learning...

- How to identify & address burnout
- How to prevent burnout/build resilience
- Learning how other food pantries/banks are doing (and how they're handling burnout)

Let's get present



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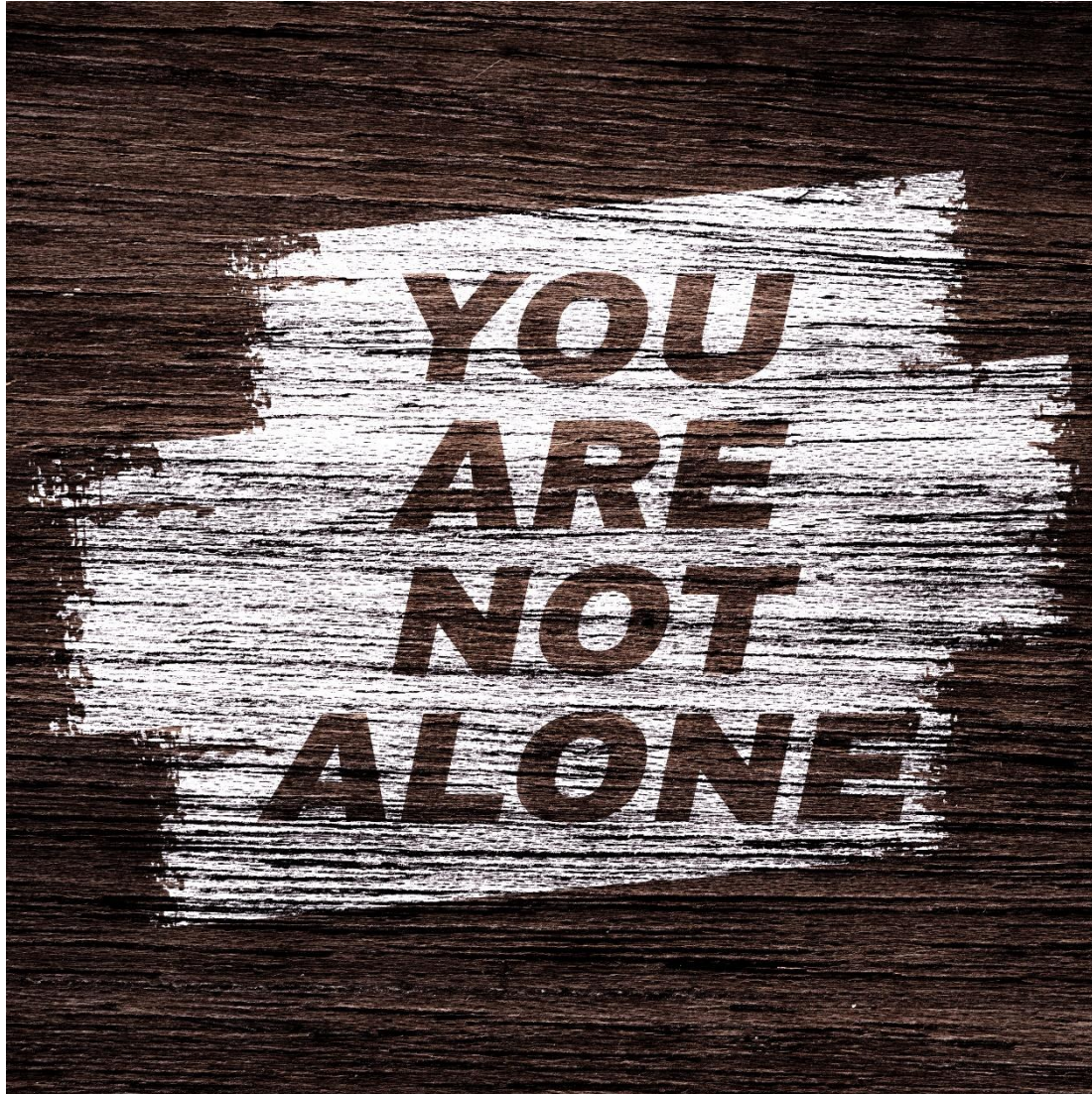
Understanding & Identifying Burnout: Objectives



Let's Get Started!



Module 1: Validation



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Burnout has been EVERYWHERE!



The pressure to address job burnout became so intense in 2019 that the World Health Organization declared burnout an occupational phenomenon in its global standard for diagnostic health information, the 11th revision of the [International Classification of Diseases](#).

Pandemic Burnout is everywhere!

ARE YOU RUNNING OUT OF GAS? HOW TO AVOID BURNING



Weekly newsletter

Burnout Is Everyone's Problem

Published on March 17, 2020



Adam Grant  **influencer**

Organizational psychologist at Wharton; Author: GIVE AND TAKE, ORIGINAL OPTION B; Podcast: WorkLife; NYT writer

During a pandemic, the jobs of health and safety workers become so demanding that they put themselves in harm's way, we need to make sure we can

 Harvard Business Review

Preventing Burnout Is About Empathetic Leadership

The Psychological Safety of Physical Safety. If you've read my other Harvard Business Review articles on burnout, you'll see conversations with

...

4 days ago



 Forbes

A Unique Approach To Overcoming Burnout

As Monique Valcour observed in a Harvard Business Review article, burnout is associated with a number of negative health outcomes, such as

...

3 days ago



 Forbes

COVID Burnout: Seven Ways To Reset When You've Hit The Wall

In recent weeks, I've heard more and more stories of people hitting burnout. As this crisis has gone on, and on, with no clear end in sight, many ...

2 days ago



How does knowing this help???

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You Are Not Alone!

Pre-pandemic

Stress & Burnout Among U.S. Workers was UP

- Nearly **2/3** of professionals said stress levels are higher than they were 5 years ago
- **95%** of human resource leaders said burnout was sabotaging workplace retention, often because of overly heavy workloads



You Are Not Alone!

During the Pandemic...

- In the U.S., general life ratings plummeted to an historic low of (matching those of 2008-2009 financial crisis)
- Workers are now more than 3X as likely to report poor mental health
- 42% say stress levels are high or very high
- 40% of workers say they've experienced burnout

What's Your Experience Been Pre- & Current Pandemic?

What have you noticed?

Do you feel like your staff members, volunteers, boards (and perhaps yourself) are approaching burnout (or already reached it)?

How can you tell?

In Breakout Rooms, introduce yourselves (name, organization, location, & position) and share your responses to these questions. Appoint someone to type a quick summary of responses in the chat when you return to the main room.

**What have
you noticed?**

**Are you/your
organizations
approaching
(or at)
burnout?**

**How can you
tell?**



Module 2: Defining & Identifying Burnout



Stress vs. Burnout:

Poll Time:

**Are Stress & Burnout
Basically the Same
Thing?
Yes or No**

What IS STRESS?

Stress has MANY definitions...

- **Original definition by Hans Selye in 1936:** “the non-specific response of the body to any demand for change”
- **Merriam-Webster Dictionary 2020:** “a physical, chemical, or emotional factor that causes bodily or mental tension and may be a factor in disease causation”
- **Emily & Amelia Nagoski (Authors of *Burnout: The Secret to Unlocking the Stress Cycle*) 2019:** “the neurological and physiological shift that happens in your body when you encounter stressors”

Then...What's a Stressor?

Stressors are anything that cause the release of stress hormones



Two Categories:

- **Physiological:** Put a strain on our body (*e.g. extreme temperatures, injury, illness, pain, exercise*)
- **Psychological:** Events, situations, individuals, comments (*e.g. too much work, debt, difficult relationships, sick family members, flow states*)

Stressors are a natural part of life

What is Burnout?

A Special Kind of Work-Related Stress

- **Original definition by Herbert Freudenberger in the 1970's:** “effect of extreme stress and high ideals placed on ‘helping’ professionals”
- **World Health Organization, 2019:** “a syndrome conceptualized as resulting from chronic workplace stress that has not been successfully managed”
- **Beth Kanter & Aliza Sherman** (Authors of *The Happy, Healthy Nonprofit*): “state of emotional, mental, and physical exhaustion that occurs when we feel overwhelmed by too many demands, too few resources, and too little recovery time ”

Stress vs. Burnout:

STRESS

- Biological response
- Caused by stressors
—can be positive (short bursts) or negative (prolonged)
- Inevitable - it is part of life

BURNOUT

- Psychological and physical response
- Caused by **prolonged** stress response – generally negative
- Not inevitable – it CAN be prevented

Burnout: Recognizing the Signs

- **Physical**
- **Cognitive**
- **Emotional**
- **Behavioral**



Physical Signs

- **Chronic fatigue/exhaustion**
- **Increased physical complaints**
- **Unexplained/more illnesses**
- **Change in appetite or sleep habits**



Cognitive Signs

- **Struggling to make decisions**
- **Difficulty concentrating**
- **Distracted thinking**
- **Inability to embrace complexity**
- **Trouble remembering**



Emotional Signs



- **Failure and self-doubt**
- **Helpless, hopeless, trapped, defeated**
- **Detachment**
- **Loss of motivation**
- **Cynical and negative**
- **Decreased satisfaction**

Behavioral Signs



- **Withdrawal from responsibilities**
- **Self isolation**
- **Irritability**
- **Procrastination**
- **Coping with food, drugs, alcohol, etc.**

Poll Time:

Identifying Signs of Burnout

Which signs of burnout do you think are easiest to spot/identify?

- **Physical**
- **Cognitive**
- **Emotional**
- **Behavioral**

Which do you think are the hardest to spot/identify?

- **Physical**
- **Cognitive**
- **Emotional**
- **Behavioral**

Pandemic-Induced Burnout: What's That About?

- **Communication Challenges**
- **Constant Uncertainty**
- **Inability to Plan**
- **Isolation**
- **Stress of Confinement**
- **Political Divides & Racial Injustices**
- **Nonexistent Boundaries**
- **Constant Juggling of Responsibilities**

Employees Newly Working From Home

Emergency Paradigm Shift to Remote Work/WFH

UNIQUE CHALLENGES:

- Forced
- Home vs. Remote
- Additional external stressors – pandemic's effects, disruption in daily activities (e.g. overseeing kids' activities, etc.)

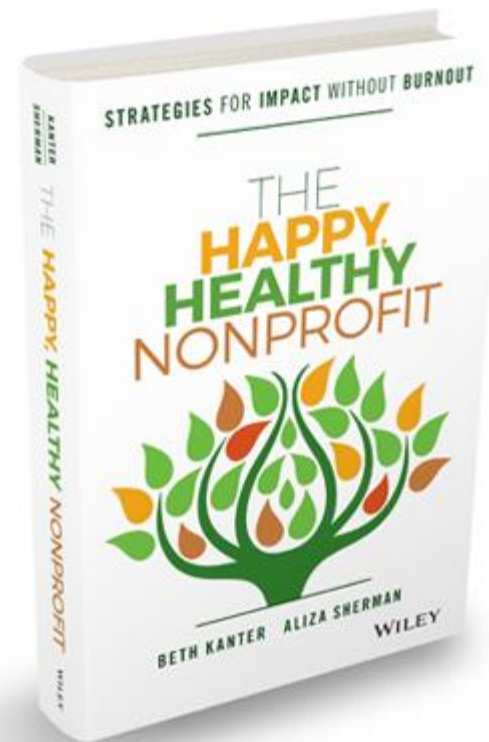
WORRIES:

- Health Concerns (for self & family members)
- Impact of the pandemic on economy
- Financial Issues
- Concerns about what their future lives will look like

We are ALL facing unprecedented instability & unpredictability, which can create overriding anxiety

Burnout in Non-Profits

- **Societal Attitudes.** A culture of “work long hours, and you will be rewarded – we are our work”.
- **Nonprofit Sector Mindsets.** A “low pay, make do, and do without” culture, funder-driven stress, scarcity mindset, myth of being indispensable..
- **General:** Stressful work, overwork, technology ubiquity, information overload.



Our Response

Often, we use busy-ness as a coping mechanism...

which leads to more burnout.

Anyone found that they've done this???

Give yourself grace and compassion.

A person is sitting on a grassy hill, looking out over a vast landscape. The text is overlaid on the image.

"UNLIKE SELF-CRITICISM, WHICH ASKS IF YOU'RE GOOD ENOUGH, SELF-COMPASSION ASKS, WHAT'S GOOD FOR YOU?"

— KRISTIN NEFF

www.MrsMindfulness.com



www.newchaptercoach.com

Module 3: Why Does Talking About Burnout Matter?



Results of Burnout

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

- **63%** more likely to take a sick day
- **½ as likely** to discuss how to approach performance goals with their manager
- **23%** more likely to visit the ER
- **2.6x** as likely to be actively seeking a different job
- **13%** less confident in their performance

Who's Most At Risk?

- Identify strongly with work
- Spillover of work life into personal life
- High workload, including overtime work
- Trying to be everything to everyone
- Little or no control over work
- Perfectionists
- **Helping professions**



- Source: Mayo Clinic

Burnout in Helping Professions/Non-Profits: Mission Driven

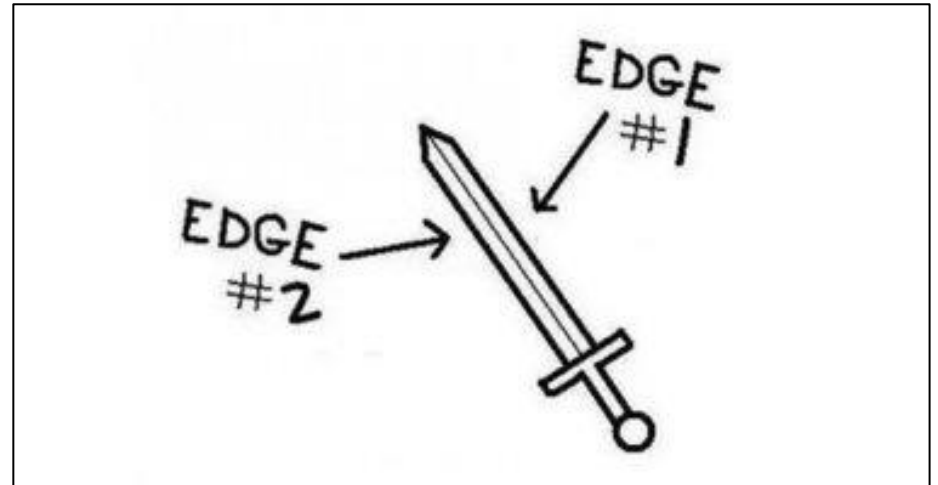
Our goal at XYZ nonprofit is to create solutions for ALL the problems for ALL the people.

We will do this by caring WAAAY too much, working ourselves tirelessly, and doing more than anyone could ever imagine with very few staff and almost nonexistent resources.

But we have a lot of HEART!

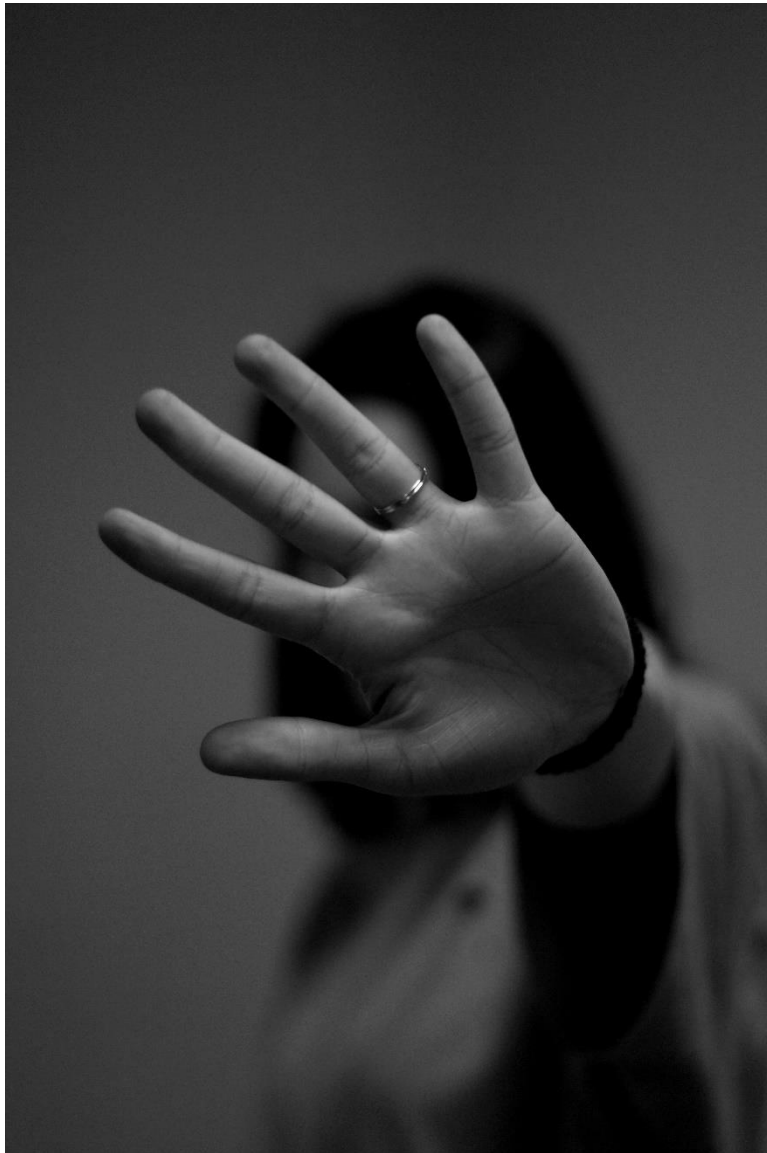
Burnout in Helping Professions

- **Compassion Fatigue** - becoming less impacted by the suffering of others, exhausted by it.
- **Secondary Trauma** – emotional duress when you hear firsthand about the trauma of another.



*The double-edged sword of meaningful work:
managing **compassion** and **finite energy***

Talking About Mental Health at Work



- Emotions are normal, not unavoidable or scary!
 - *(ALL the emotions are part of being a human, and they happen if we want them to or not)*
- Opening the mental health conversation has real benefits
 - *(Employees and the org do better!)*
- **It's probably easier than you think to talk about this!**

BREAKOUT ROOMS:

**Are you talking about burnout in
your organizations?**

**If so, what conversations are you
having?**

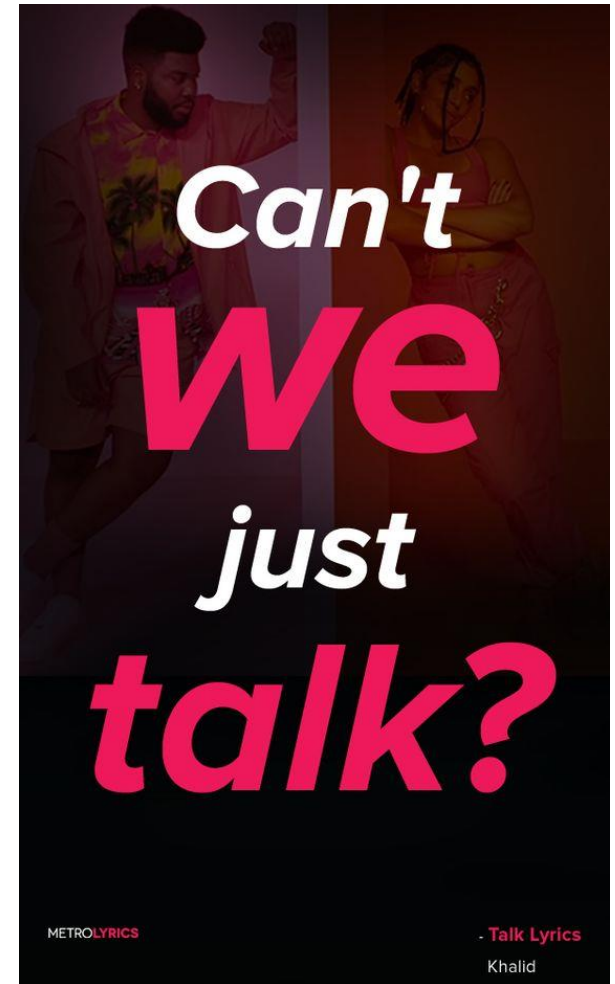
**If not, why not? What's holding you
back?**

BREAKOUT ROOMS:

Are you talking about
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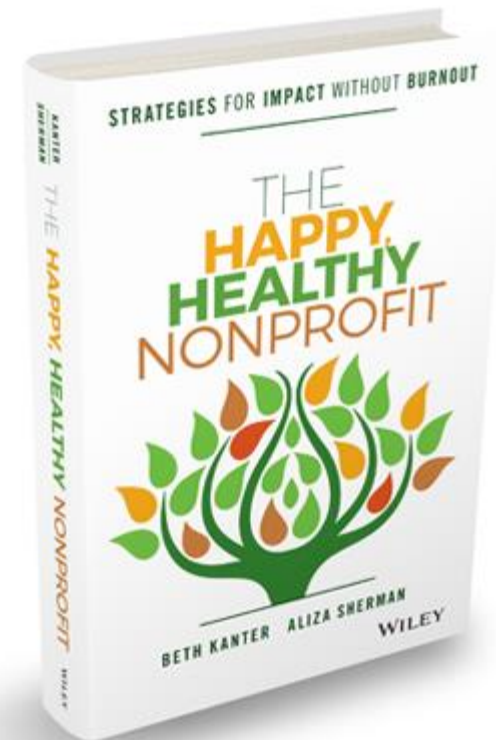
If so, what
conversations are you
having?

If not, why not? What's
holding you back?



Tool You Can Use: Nonprofit Burnout Assessment

- Quick, free, easy to access
- Assesses the three dimensions of burnout: **exhaustion, depersonalization, lack of personal accomplishment** (we will talk about these in our next webinar!)
- NOT a clinical diagnostic instrument like the Maslach Burnout Inventory (MBI)



<https://happyhealthynonprofit.wordpress.com/resources/downloadable-assessments/>

Questions? A-Ha's?



Wrap-Up:

1. Next Steps (Between Sessions)

- What's one tiny thing you can do to begin/continue conversations about burnout in your organization?

2. Next Sessions

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Until We Meet Again

DANKE!
THANK YOU!
MERCI!
GRAZIE!
GRACIAS!
DANK JE WEL!

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Thank you for the opportunity
to be of service!

Don't hesitate to reach out.
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