

# **Power Up Your Pantry Fall 2020**

## **A Conversation About Burnout: Checking IN, Not Checking OUT**

### ***Session 5: Preventing Burnout***

**Host: Bill McKelvey, Project Coordinator, University of Missouri**

**Facilitator: Carrie Collier, Associate, New Chapter Coaching**

**October 20, 2020**



[newchaptercoach.com](http://newchaptercoach.com)



**Interdisciplinary Center  
for Food Security**

University of Missouri

[foodsecurity.missouri.edu](http://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 About Burnout: Checking IN, Not Checking OUT

- **TODAY:** Preventing Burnout & Building Resilience with Carrie
- **Tuesday, November 10:** Facilitated Discussion with Bill

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

# Ground 'Rules'

(more like suggestions)

- Turn on your camera if you are able and comfortable
- Keep the time in mind
- Step up
- Step back
- Keep conversations confidential



**Carrie Collier**  
**Associate**  
**New Chapter Coaching**

## **Carrie's Background**


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





**New Chapter**  
**COACHING, LLC**

*Exploring the Present, Transforming the Future*

The background of the slide features a close-up 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 upwards. 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.**



**New Chapter**  
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*Exploring the Present, Transforming the Future*



**Coaching**  
Leadership  
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**Consulting**  
Strategic Planning  
Succession Planning  
Executive Transition  
Management



**Training &  
Facilitation**

Skills-Based  
Workshops  
Team Building



# Preventing Burnout: Objectives



**Quick  
Review**



**Building  
Resilience**



**Tools You  
Can USE**



# *Election Day is over – how are you feeling???*



1. Lemur A  
(Freaked out)
2. Lemur B  
(Hmmmph!)
3. Lemur C  
(Relieved it's over!)
4. Ummmm....not a  
lemur and I have no  
response!

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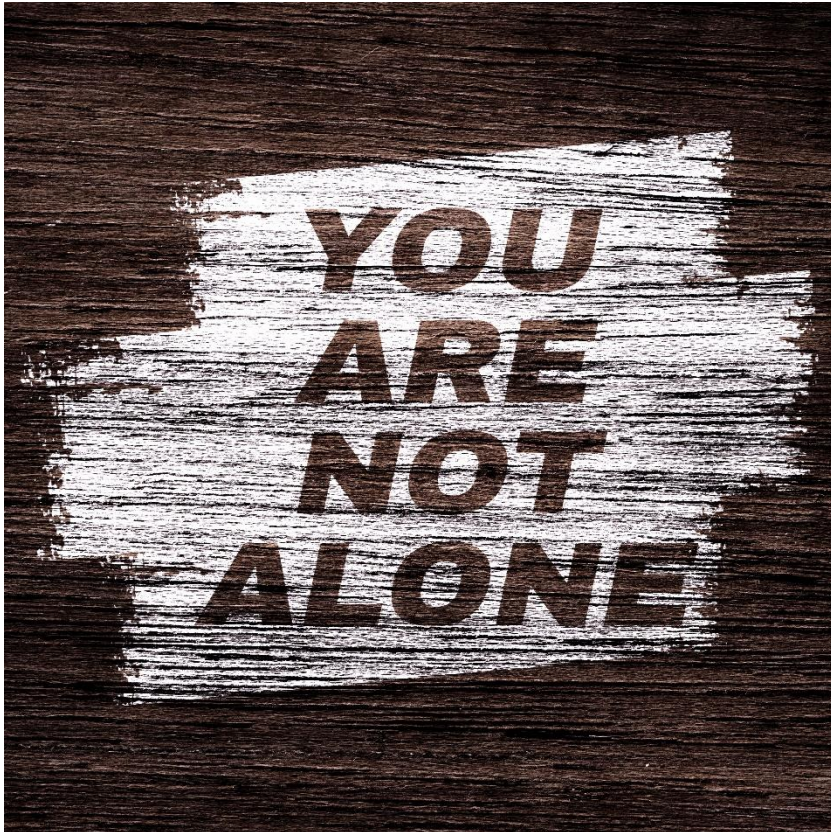
# *Breathing: A Central Nervous System Reset*



- Slow breath in, longer breath out
- Regulates your nervous system to complete the stress cycle
- Notice racing thoughts and return to the breath



# Module 1: Brief Review – Identify & Address Burnout



# Quick Review

- You are NOT alone! LOTS of us are struggling in so many ways. Food Pantries & Food Banks, while differing in size, are all facing unprecedented demands and stress.
- Stress (natural part of life; can be positive or negative) vs. Burnout (depletion of energy, enthusiasm, and confidence)
- Identifying our own levels of depletion – Nonprofit Burnout Assessment
- Causes of Burnout: Unfair treatment, unmanageable workload, unclear manager communication, lack of manager support, unreasonable time pressure
- Individual Strategies & Organizational Strategies
- Responding to STRESSORS
- **Building Resilience is about how you RECHARGE. Not how you ENDURE.**

# REMINDER!

## Give YOURSELF grace and compassion.



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

— KRISTIN NEFF

[www.MrsMindfulness.com](http://www.MrsMindfulness.com)



[www.newchaptercoach.com](http://www.newchaptercoach.com)



# BREAKOUT ROOMS:

**What's been helpful about this series on Burnout?**

**What are you most hoping to get out of these last two sessions (today on resilience & next week's discussion?)**

*If you are the person who's birthday is closest to the beginning of the year, you are the FACILITATOR in your room! You can either type responses or find a volunteer to do so.*

**Type your responses on the Google Doc – link is located in the chat and HERE:**

<https://docs.google.com/document/d/1GaLgJduw3v8CNwkdmlnf3hiAmYkeFs8wzhrjJvEa1fw/edit?usp=sharing>

# Module 2:

## Preventing Burnout & Building Resilience



*“Although the world is full of suffering, it is also full of the overcoming of it.”*

-Helen Keller

# Resilience: What's it Mean?

Resilient people and organizations possess three characteristics:

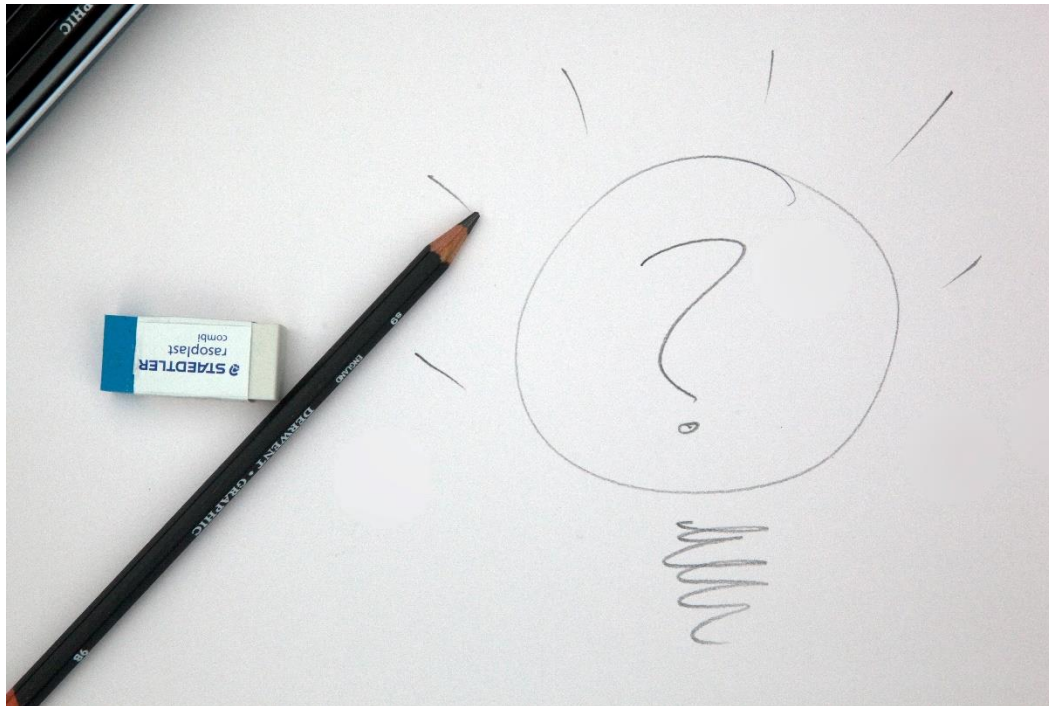
1. A staunch acceptance of reality (stressors are THERE – we CAN deal with them!)
2. Ability to improvise and adapt (get creative!)
3. A deep belief in meaning & purpose (what matters to us, why we do what we do)

***“Resilient people and companies face reality with staunchness, make meaning of hardship instead of crying out in despair, and improvise solutions out of thin air. Others do not.”***

- Source: *How Resilience Works*, Diana Couto, Harvard Business Review, 2002

# Deep belief in Meaning & Purpose

- What we do **MATTERS**.
- What we do for **OTHERS** matters.
- Connecting what we do to a larger purpose in life helps us prevent burnout and build resilience.



# How the Best Leaders Answer “What Are We Here For?”

“During a crisis of deep ambiguity and uncertainty, what’s more important than the rhetorical demonstration of certainty is the formulation ***of a strong, shared sense of meaning.***”

Leaders can’t impose this from above. Their role is to become activists who convene people — employees, suppliers, customers, members of the communities that the company serves — to explore and define that meaning together.”

Source: How the Best Leaders Answer “What Are We Here for?” - Margaret Heffernan – HBR, October 27, 2020

# BREAKOUT ROOMS:

**Becoming Resilient: Connecting to Purpose**

*A deep belief in what matters to us;  
making meaning out of hardship*

**Why does the work you do matter? What's your shared sense of meaning for those you serve, for you, for your community, and for our world?**

*If you are the person who's birthday is closest to the end of the year, you are the FACILITATOR in your room! You can either type responses or find a volunteer to do so.*

<https://docs.google.com/document/d/1GaLgJduw3v8CNwkdmlnf3hiAmYkeFs8wzhrjJvEa1fw/edit?usp=sharing>



# An Example of Preventing Burnout & Building Resilience

*Preventing burnout for me means doing creative things, always looking for process improvement and ways to expand and add new programs to serve people better. We added programs working closely with nearby schools during the pandemic using Signup Genius. I'm now looking for ways to grow those or keep them going. I think always having goals for what you want to accomplish next, bringing lots of prayer, and watching what God does. Seeing how God opens the doors is fun, and that's what helps me overcome burnout. Knowing there are people who rely on us every week, that what we do is incredibly valuable for those we serve individually but also for our community as a whole, also helps keep me from burning out.*

# So...WHAT Do We DO?

A close-up photograph of green wheat stalks, showing the developing grains and long awns. The background is a soft, out-of-focus green. The quote is overlaid in a white serif font on the left side of the image.

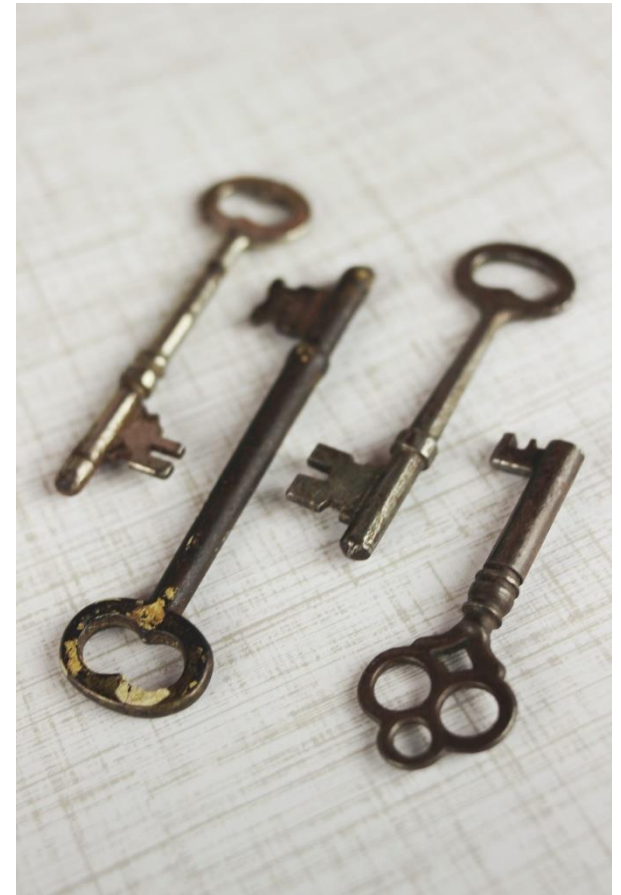
The future depends  
on what we do in  
the present.

-Mahatma Gandhi

[veganposters.com](http://veganposters.com)

# Module 3:

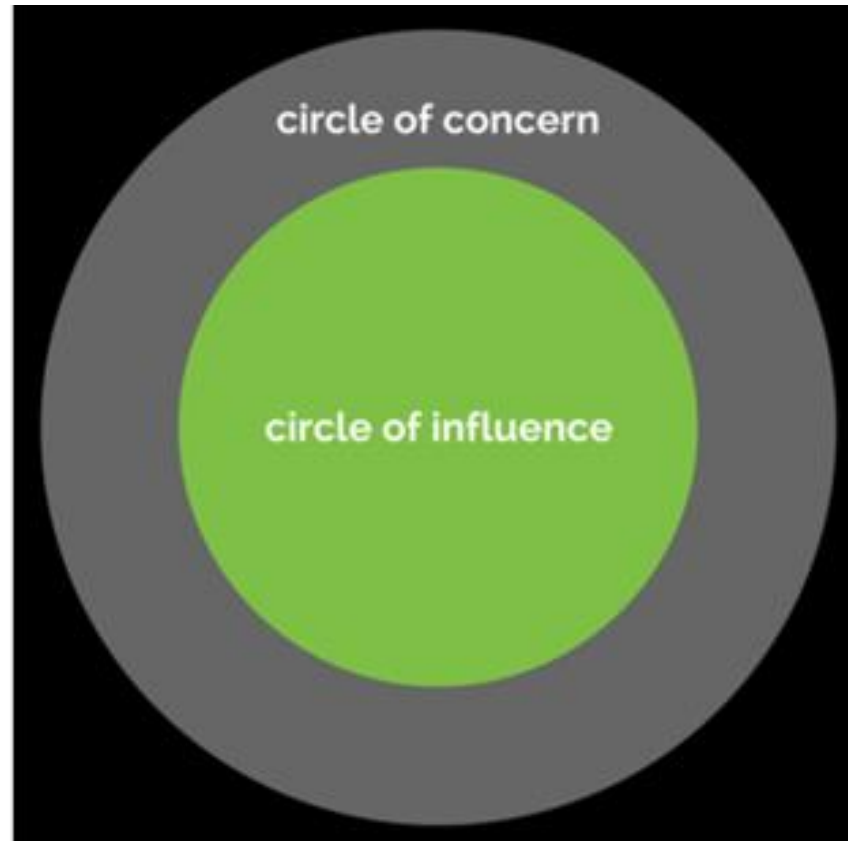
## Tools You Can Use NOW



***Key Actions to Prevent Burnout & Build Resilience at  
the Individual & Organizational Level***

# 1. Individual Strategies

Focus on  
your  
**circle of  
influence:**  
what can  
YOU  
influence  
when you  
can't change  
stressors?



*"Grant me the  
serenity to accept  
the things I cannot  
change, the courage  
to change the  
things I can, and the  
wisdom to know the  
difference."-  
Serenity Prayer*

## 2. Organizational Strategies

**Individual approaches are NOT enough.**

**Systems approaches are NECESSARY.**



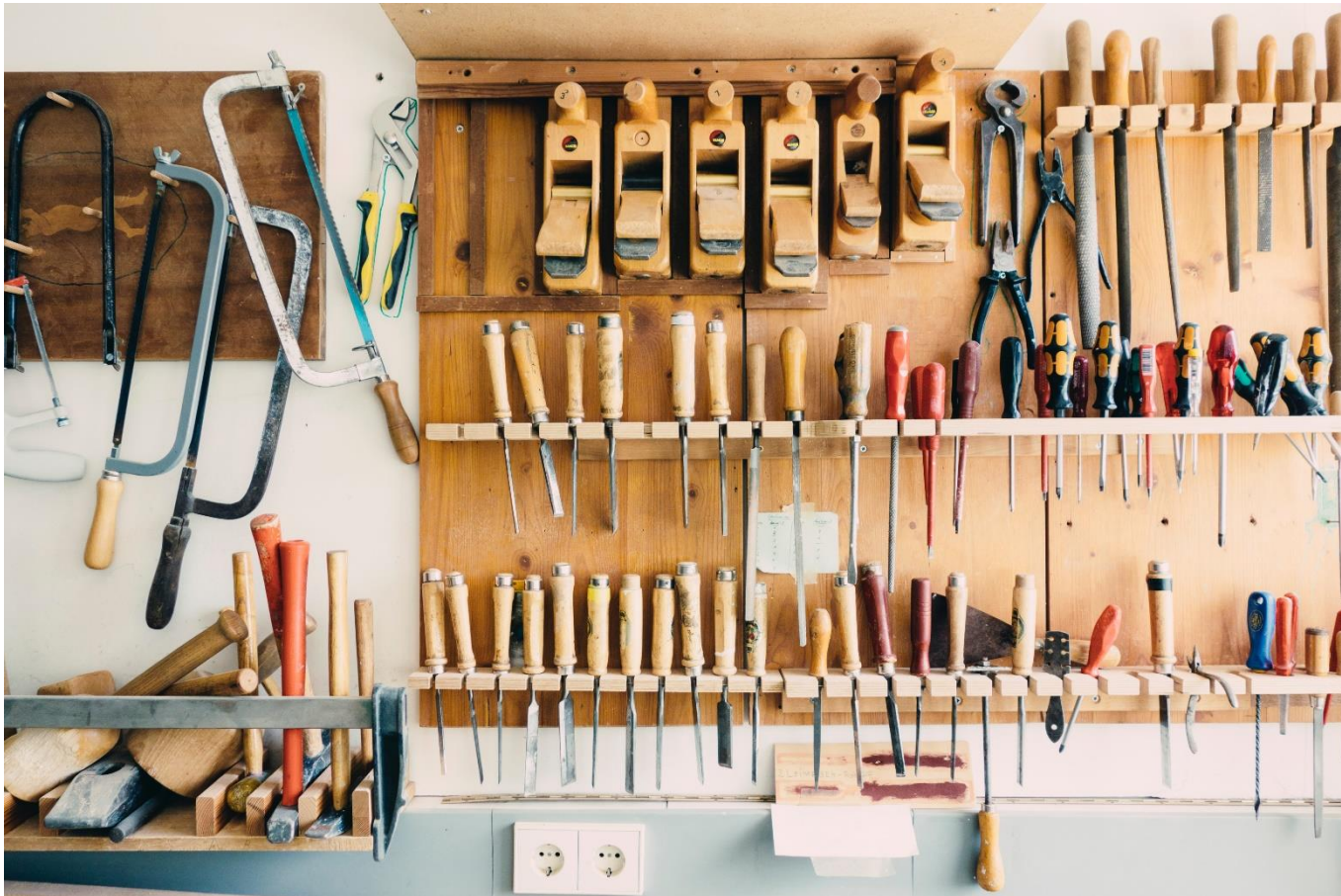
**We need to move from YOU need to practice self-care to WE care about and practice wellbeing strategies in this organization.**

*Employee Wellness Programs and Events, while sometimes helpful, are NOT the same as an organization that creates a culture of wellbeing.*



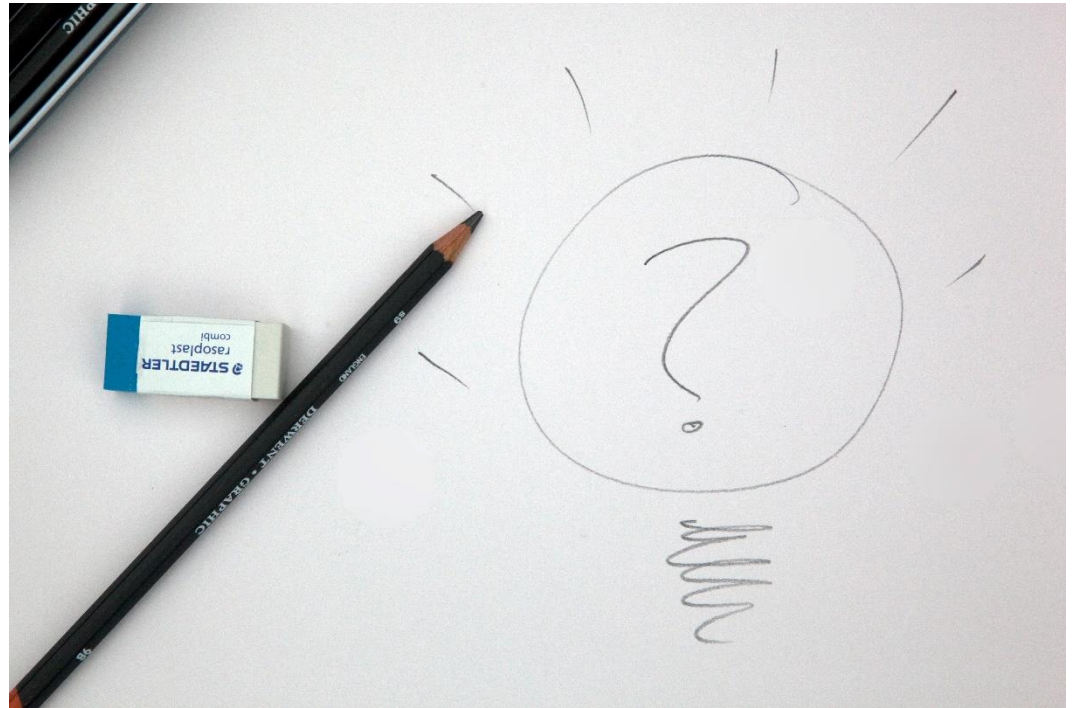
# Tools You Can Use:

## Research-Backed Individual & Organizational Strategies for Building Resilience



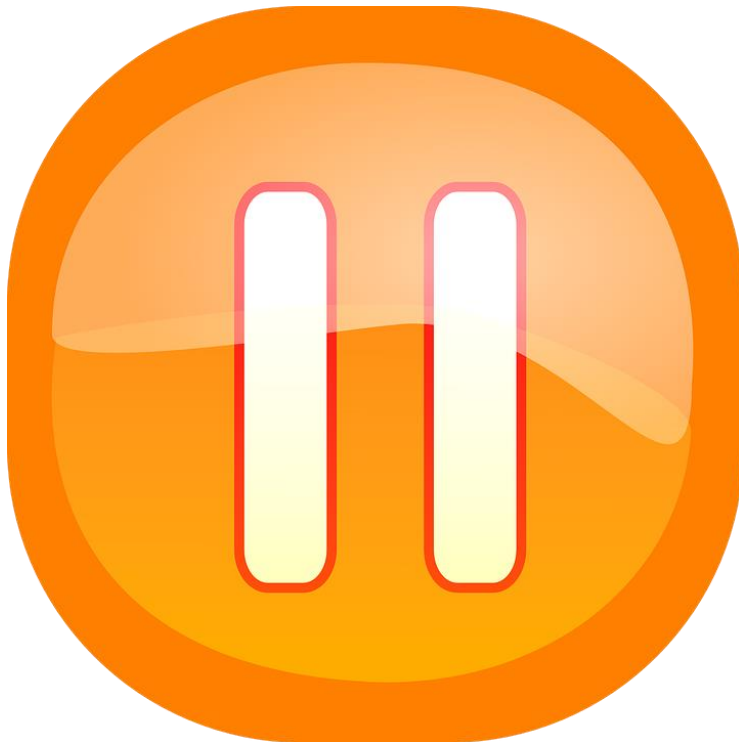


# Reignite Meaning & Purpose



- **Remember: What's YOUR Why? How can you remind yourself every day of your why, and what matters?**
- **Connect EVERYONE to your organization's mission.**

Choose your  
**RESPONSE,**  
rather than  
react



- ABC Technique (Adversity, Beliefs, Consequences)
- Move through the tunnel of your emotions (beginning, middle, and end)
- **Mindset Reset: Thriver's Mindset – Powerful Giver**
  - *Choosing to respond as if you have power, and as a **giver** rather than a taker*
  - You are willing to put others' interests ahead of your own
  - You are more concerned with making an impact than who gets the credit
  - ***You believe you can make a difference***



Engage Your  
CREATIVITY.

- IMPROVISE
- ADAPT!
- HAVE FUN!
- Create something out of nothing
- *"Take your broken heart and turn it into art." – Carrie Fischer*

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Share  
struggles.  
Listen &  
respond with  
care.



- Empathy
- Vulnerability
- Shared Language
- Check in on you own as well as your colleagues' wellbeing

- ***Passion Levels***

- *Passion Driven*
- *Passion Waning*
- *Passion Challenged*
- *Passion Depleted*

- ***Psychological Fortitude***

- *Scale of 0 – 10*



# Forge Your Future

- What matters?
- What can you DO?
- What do you want things to look like in a year? Two years? Five years?
- For you, your team, your organization?



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# Tools You Can Use: Organizational





# TRAIN YOUR MANAGERS



- **Managers account for 70% of employee engagement!**
  - Remember those CAUSES of burnout? The majority are directly linked to your relationship with and interactions with managers.
- **Employees who have managers that engage their strengths have significantly higher wellbeing levels.**
  - Engaging our strengths is another way of preventing burnout & developing resilience.

# Understand & Engage a Demand – Control – Support Model

- Reduce DEMAND
  - Help PRIORITIZE
  - Manage electronic overload
- Increase Employee CONTROL
  - Empathy
  - Flexibility
  - Engage strengths
  - Enhance autonomy
- Provide SUPPORT
  - Formal & Informal
  - Create community

# REFLECT:

## TOOLS YOU CAN USE:

**Of the tools presented here today, what is one tool that you think you can try to help prevent burnout at the individual or organizational level in your food pantry/bank?**

**Type your responses on the Google Doc**

<https://docs.google.com/document/d/1GaLgJduw3v8CNwkdmlnf3hiAmYkeFs8wzhrjJvEa1fw/edit?usp=sharing>

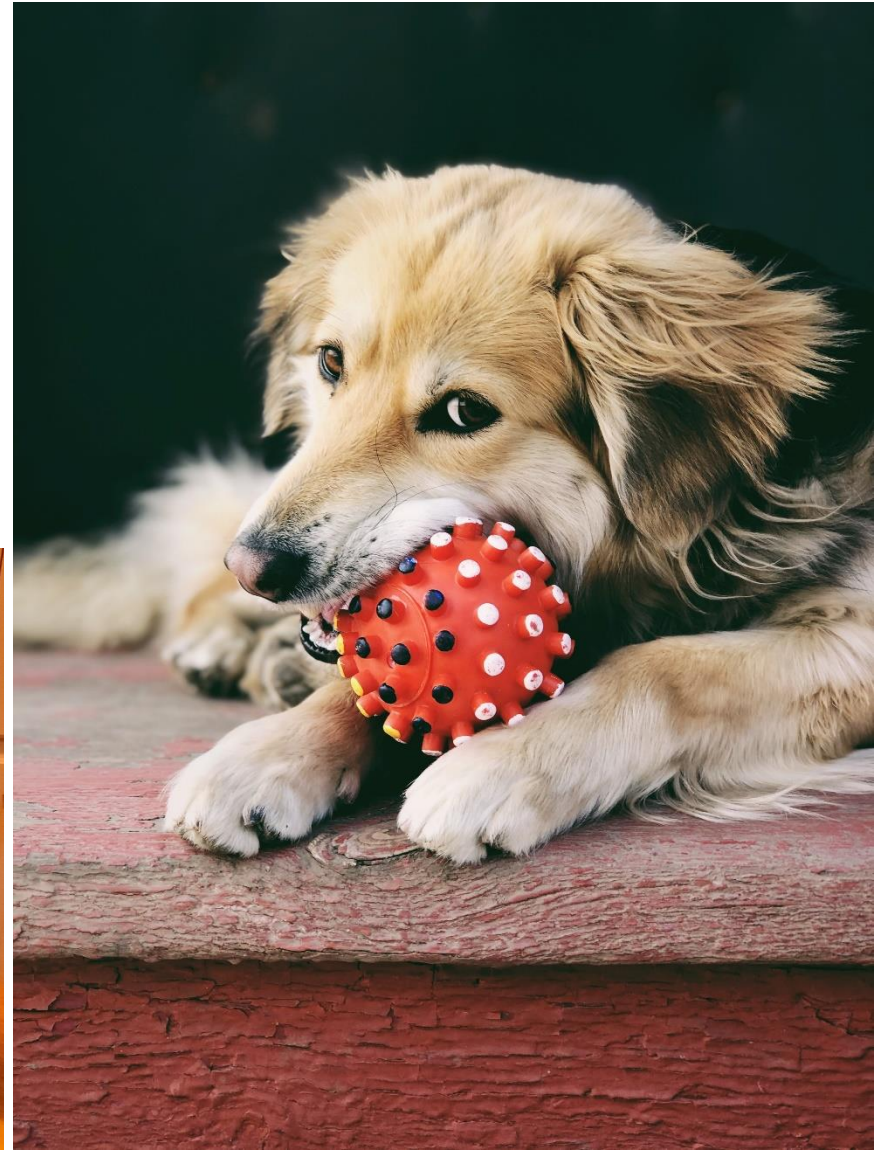
# Poll Time:

## Which of these strategies to build resilience will you try **THIS WEEK?**



- Choose your response
- Share struggles & listen openly
- Engage creativity
- Forge your future
- Re-ignite purpose
- Train Managers
- Demand – Control – Support Model





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# Until We Meet Again

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

• • • • •

# Thank You for your participation today!

- ❑ **Tuesday, November 10:** Changes, struggles, opportunities, and silver linings at your food pantry during Covid-19 - Part 3(Facilitated Discussion with Bill McKelvey)

*11 a.m. - 12 p.m. CST*

Thank you for the opportunity  
to be of service!

Don't hesitate to reach out.  
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**573.228.9600**

