




ET-Seminar #6

Burn Out



Trainer & Trainee

Burn Out



Know more today

Lesson Six Learning Points

1. Theirs or Yours
2. Stages
3. Causes
4. Solutions
5. Prevention



Understand first
Then be understood


Yours or Theirs

You
everything seems pointless
you easily lose your temper
you feel like you are in a rut
motivated people annoy you
you have lost interest in things
you're stressed most of the time
fatigued and bored most of the time

They are
angry at work and home have aches and pains for no reason have difficulty getting up in the morning lash out at coworkers, clients or family members not as good-you forget things




"We're a Limited Partnership.
We're limited by Allen's pessimism, Elizabeth's abrasive personality, and Dave's refusal to work weekends."



Get over it
-Isn't that easy.

Behavioral Indicators


- not eating over eating
- smoking more
- tired all the time
- never finishing anything
- verbally denying stress
- drinking more alcohol, or coffee
- cry at the least thing
- difficulty deciding, or making decisions



Outside me

Pre-Burns


Place of work or home is stressful, disorganized
People on the job or at home are stressful, anxious, tense, hostile
Focus of control is outside of yourself and in the hands of others, either supervisors, trainees, or family members



Inside me

What Is Happening

A reaction to a specific stimulus on the job or at home
Mourning for self-image of "being special"
*not being "good enough"
*frustration at not being able to see the results of such enlightened opinions or ideas in the behavior of others.



At work

What's Up At Work

- People relating poorly; e.g., tense hostile, uncooperative
- The lines of authority strictly enforced
- Unrealistic expectations concerning co-worker organization
- Maintenance by authority fixtures of workers as less
- Excessive exercise of control and power
- Lack of supportive mechanisms



What's The Thinking?


My Life

Expectations and behavior of your role as being restrictive and confined, either at home or on the job

Excessive work hours, overtime, less time to spend at home

Requirements for appropriate dress or "uniform" being restrictive; not able to relax at home

Needing to be "appropriate" at all times at home or on the job




Stinking Thinking

Tragic Hero

I should be "together" all the time and should not experience problems like other people.

Satisfaction in helping others is reward enough for me. (absence of positive feedback from others, and minimal recognition from others.)

I don't need help..I am supposed to..



About Disappointment

Unrealistic Expectations

My efforts will always be appreciated by others


There is status and prestige in holding my position

I can make dramatic changes through my efforts



9-1-1 Training Room

Before we begin, it's important you all know that I didn't volunteer to do this training.




Stage 1 – "Something is wrong"

It's not right- right now.

Physical, Mental and Emotional Exhaustion sets in

Maybe still holding it together. Still, something is not right, something has changed. Something is different about the person.




Stage 1 – Something is wrong

It's not right- right now.

Maybe what happened:

Doing more with less, having plenty of responsibility but not enough authority, or juggling an unmanageable schedule or thoughts about things not right.

What happened can be internal or external, but something happened.




Stage 2 – Fight Back

Not putting up with this anymore


Cynicism and Callousness?

In response to that prolonged feeling of insecurity or vulnerability, and finding a cause – searching – often trying to place blame on self or others



9-1-1

OK, who picked, "I Can't Get No Satisfaction" to be our on-hold music?!"




Stage Two - Fight

Not putting up with this anymore

You may unconsciously feel there's only one thing left to do: put on the heavy armor. You develop an **ATTITUDE**:

"Look out for # 1." "Cover your derriere." "No one's getting to me." "Nothing will change." "I can't make a difference."



Stage 2 - Withdrawal


Forget it, it's not worth it

After fighting everyone and everything you begin to see the futility of it all and decide you can just **DO YOUR WORK** and that will be enough.

You **withdraw**, become sullen and just ...work.



I was in a good mood once, but I couldn't find any practical use for it.




Stage 3 - Flight

I am trapped by my job

Now you are thinking of leaving, or not. You begin to search for something else but you know in your heart you don't want to, or cannot leave. You struggle with guilt and longing, both occupying the same head.


Maybe there is a better way to look at this than simply leaving.



Signs and Symptoms?

Compassion fatigue is a symptom too.

Burn Out symptoms include exhaustion, cynical detachment from our work, and feelings of ineffectiveness.



Signs and Symptoms?

Compassion fatigue is a symptom too.


Outward behavior includes:

- Callous remarks
- No smiling or laughing
- Resorting too easily to anger
- Training on "automatic pilot"
- "So what" remarks
- Late, inconsistent
- Lack of effort
- "No fear" consequences

Trainee? Lose confidence



I've think I'm burned out and have seen the error of my ways. I've decided to start being more respectful to my co workers - Hey, **bozo**, I'm talking to YOU.




Causes of Burnout?

Enough already

FOR TRAINERS

- Dealing with trainee's intense emotions
- Having to constantly attend to liability.
- Boredom resulting from too much repetition in training.




Causes of Burnout?

Enough already

FOR TRAINERS

- Taking on shifting and ambiguous roles, such as friend, coach, mentor, psychologist, babysitter, professional, trainer, etc.
- Dealing with others in the workplace TOO




Causes of Burnout?

help

At the personal level:

- Parental, spousal, or family interference or indifference
- Intense personal involvement and caring with and for trainees
- Feeling responsible for the trainee's success or failure.




Causes of Burnout?

help

At the personal level:

Feelings that things aren't going well with no support

Wanting things to be perfect and blaming yourself if they aren't.




The Bottom Line?

I do care


Burnout is a "depletion sickness".

Burnout is not, as some people believe, simply excessive stress.

Rather, it is a complex, human REACTION to caring too much for too long with too little rewards – not stress.




Possible solutions



Appreciation Is Needed

Deal with it

Being OK does not necessarily mean flowers or cards, but it does mean care and concern about your NEEDS and feelings.




Appreciation Is Needed

Deal with it

last-minute schedule changes, denial of needs or requests, and the blame shame syndrome.

As a trainer you can also appreciate your trainee's efforts




Balance Board

focus

Tip

To get you back focused and energized, a visual board with things to do, checklist – but it is important to make it visible



It Begins With You


smile

The Burn Out cure is change.

Change just ONE thing.

Do ONE thing for yourself or the other person who is burning out.

Be creative. Make an occasion of it!



It Begins With You


smile

Present your gift at a meeting or arrange for delivery at work.

Be public about your show of appreciation.

Smiles are cheap therapy. Share one today!


Helping others helps YOU.



It Begins With Recognition

It's amazing how simply a recognition and acceptance of feelings – without blame or shame – begins the healing process.

Like every emotion – once acknowledged becomes less dangerous.




It Begins With Recognition

You seem to be feeling down...

Your body does not like holding onto sadness. It wants the lighter side of life.
Accept the desire to change..

And know that stuffing emotions is not good for physical health




Journal to Heal

Dear Journal,

If it is YOU or If it is them, Journaling is healing.

Tip
Take the time (or allow the time for another) to simply write down their feelings in a confidential setting.


This is called purging and it works well.



Seek Out Support

SOS


Counseling
Books on burn out
Friends who listen well
Vent online or blog
Speak to a supervisor
Speak to a professional
Blogs or chat rooms

Just Breathe

sigh


Now that you or the other can recognize the problem, disconnect from the feelings and allow the mind to ponder, reflect and gather together some energy to identify NEEDS.



Just Breathe

sigh


Detach, play, give yourself permission to just **be** for a period of time, but **BE** in a good way to look for the good in life, and work



Ask For What You Need

process

I feel
I need.....
I want
Can you...
Would it be possible...




What About Me?

I can do that for me

You must be able to define what you can get for yourself and what you need from others.

Remember that burn out is giving is not equal to receiving.

And part of that may be what YOU give to YOU.




It's Good To Give

I'm a tough guy

I am a former Non Receiver...


Are you?



Therefore Let Them

I need you

You like to help others so wouldn't it make sense to let others help you and feel good too?



What if...

..and again I ask


What if you ask someone to help you and you are again disappointed by the answer.

You can do several things:

- Find another way
- Fill that need yourself
- Find another job
- Consider if those needs are worth fighting for.
- **If so...Reframe and resubmit**




"Everyone at my workplace is infected with negativity! Is there some kind of vaccine for that?"



Prevention




"Burnout was our greatest challenge until we changed our mission statement."

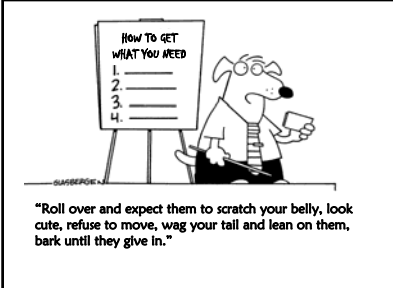


Preventing Trainer Burn Out


We love trainers



1. Consistent appreciation program
2. Meetings where needs are aired
3. Attention to schedules
4. Problem solving sessions
5. Training for trainers
6. Training Journals
7. Celebrations
8. Outing and fixing problems




"Roll over and expect them to scratch your belly, look cute, refuse to move, wag your tail and lean on them, bark until they give in."




Prevention - Trainees?

We love trainees



Take time to point out what trainees are doing right

- Meetings where needs are aired
- **Attention to reasonable schedules**
- Problem solving sessions



The Exceptional Trainer?

Can you identify and acknowledge your own burn out feelings?

Can you speak to your needs?



CET Projects Lesson Six

1. **Write an essay on a person you observed who appeared burned out and what happened.**
2. If you were ever burned out, journal.
3. **Make a list of needs that don't seem to ever get filled.**
4. Research 'compassion fatigue' and submit an article.