

Burnout Prevention & Employee Retention

Presented by

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35%


(1/3) of all working
Canadians are
feeling burned out.

SAMUEL
ADAMS

BOSTON LAGER

The whole world
is short staffed.

Be kind to the
ones that showed
up.

Thank you 

Dear Customers,

If you are fully Vaccinated
Masks are now optional!

FOR THE
LOVE of BEER

What is The Cost of Disengaged Employees? [It Will Surprise You]



Gallup also found that an actively disengaged employee costs their organization \$3,400 for every \$10,000 of salary, or **34 percent**.

Goals

1. What is burnout?
2. What causes burnout?
3. How can you as an employer or boss help prevent burnout & turnover




1. What burnout is NOT

- A badge of honour
- A reason for shame
- Workaholism (“hangover”)
- Workism (your god)

1. What is burnout?

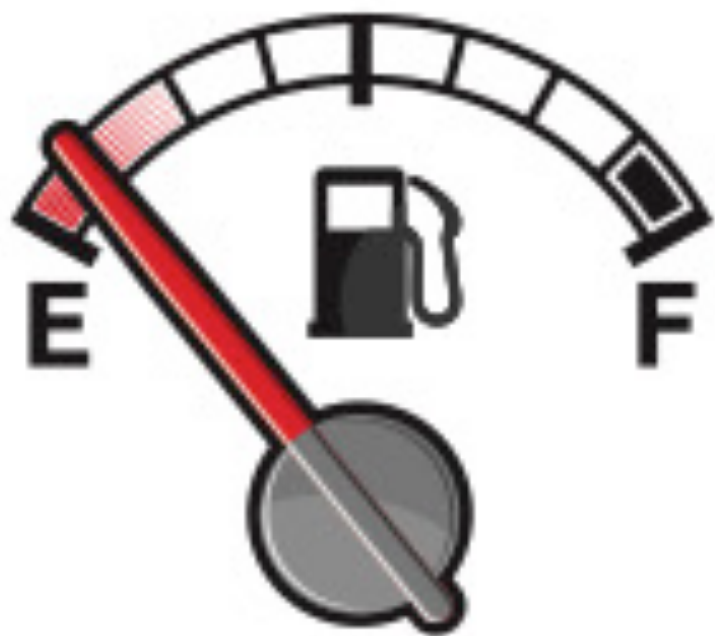
WHO 2019 Definition (MBI – Maslach Burnout Inventory)

1. Physical exhaustion
2. Cynicism/negativism
3. Decreased professional efficacy

A photograph of Jacinda Ardern, former Prime Minister of New Zealand, speaking at a press conference. She has a distressed expression, with her mouth open as if crying or speaking through tears. She is wearing a dark blue blazer over a black top. In the foreground, several microphones are visible, including one with the 'sky' logo and another with the '1' logo. The background is a wall with horizontal wooden slats.

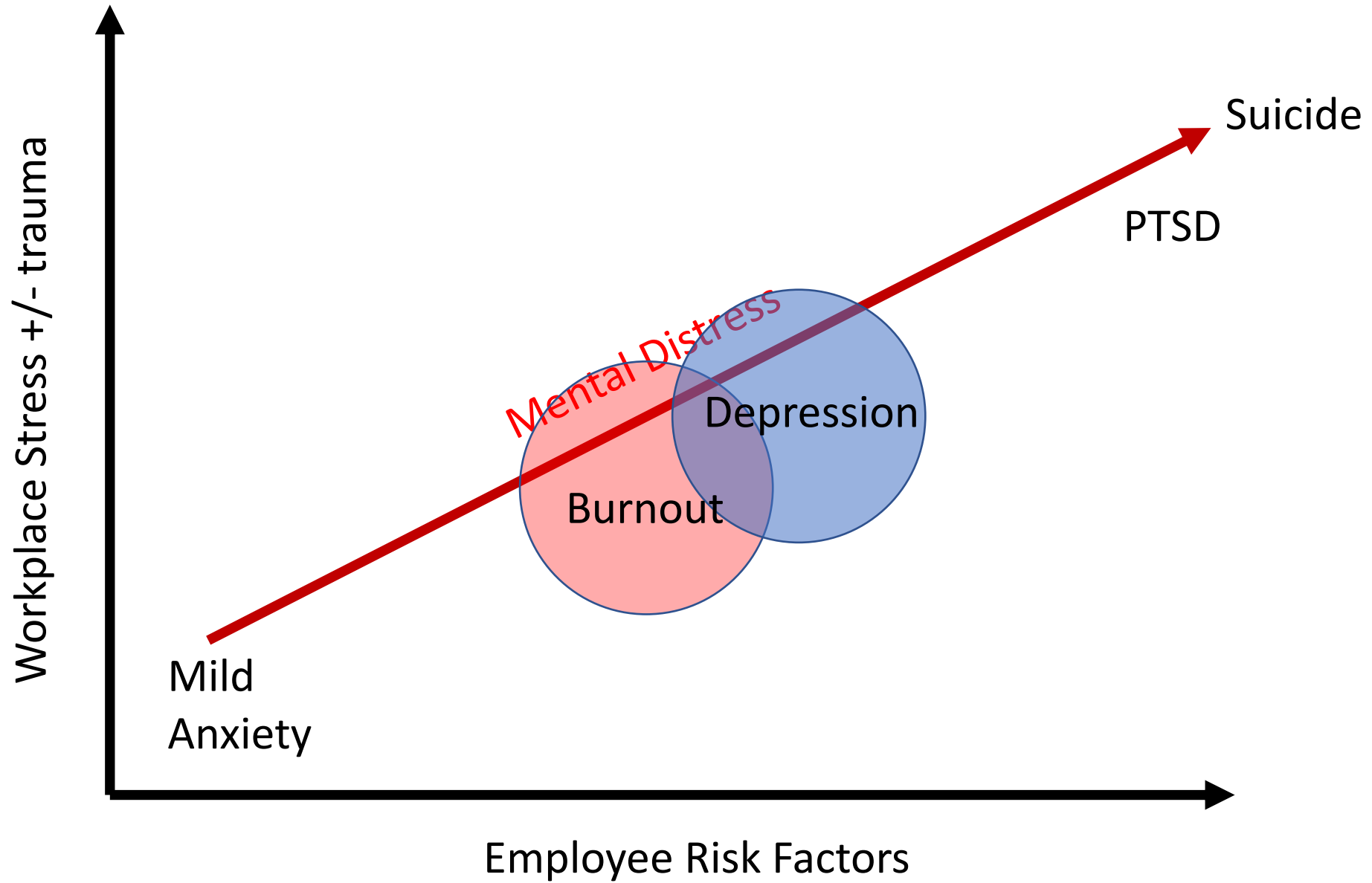
“I know what this job takes, and I know that I no longer have enough in the tank to do it justice. It is that simple.”

- Former PM Jacinda Ardern of NZ



2. What causes burnout?

- Employee factors
 - (such as pre-employment resilience)
- Workplace/organizational factors
 - (such as workload, teamwork, recognition)



Workplace Stress +/- trauma

Mild Anxiety

Mental Distress

Burnout

Depression

PTSD

Suicide

Employee Risk Factors



Dopamine
Oxytocin
Serotonin
Endorphins



Love
Joy
Peace



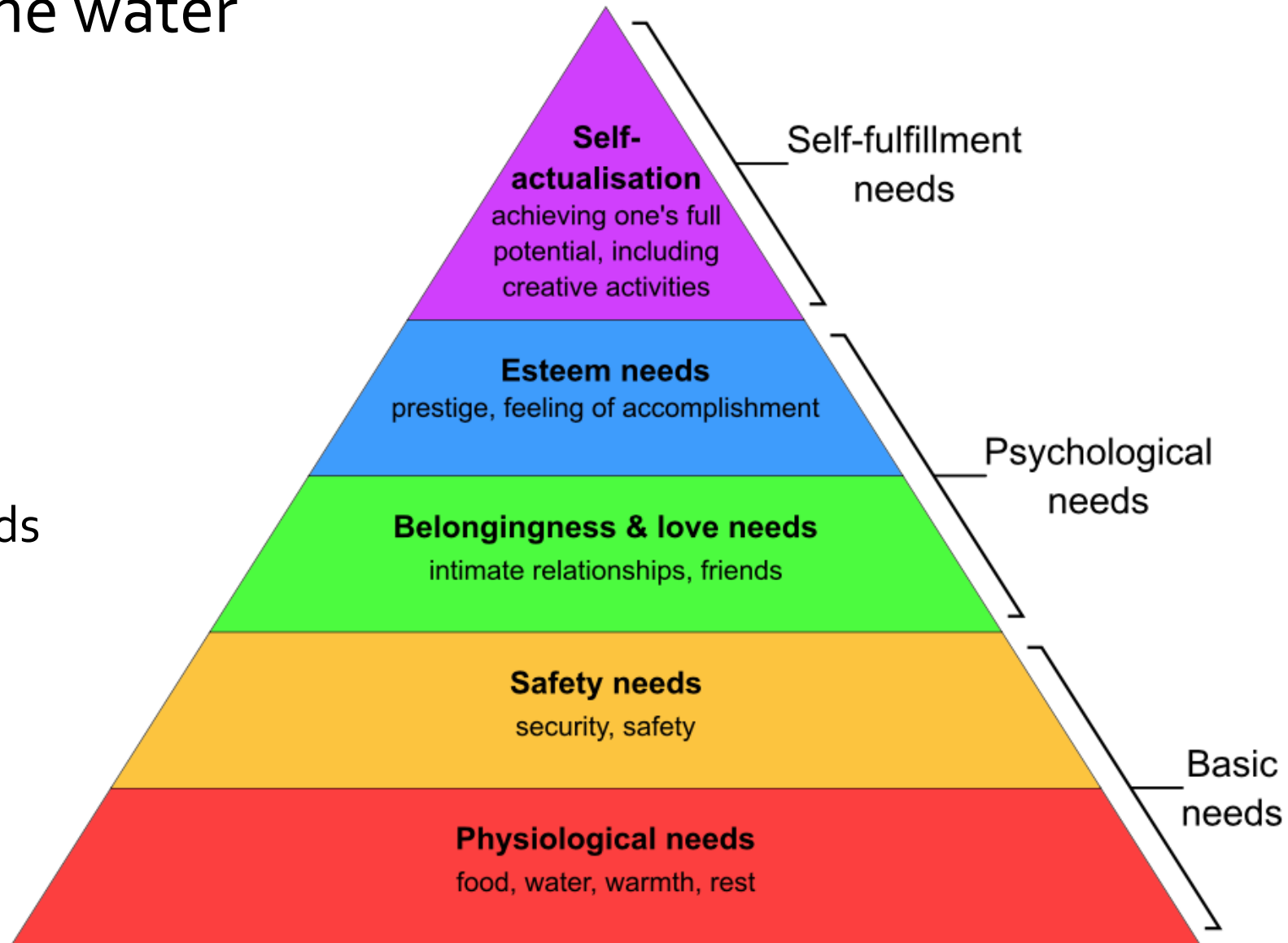
Fear
Anger
Sadness

What is the water source?



What is the water source?

Maslow's Hierarchy of Human Needs



What is the water source?

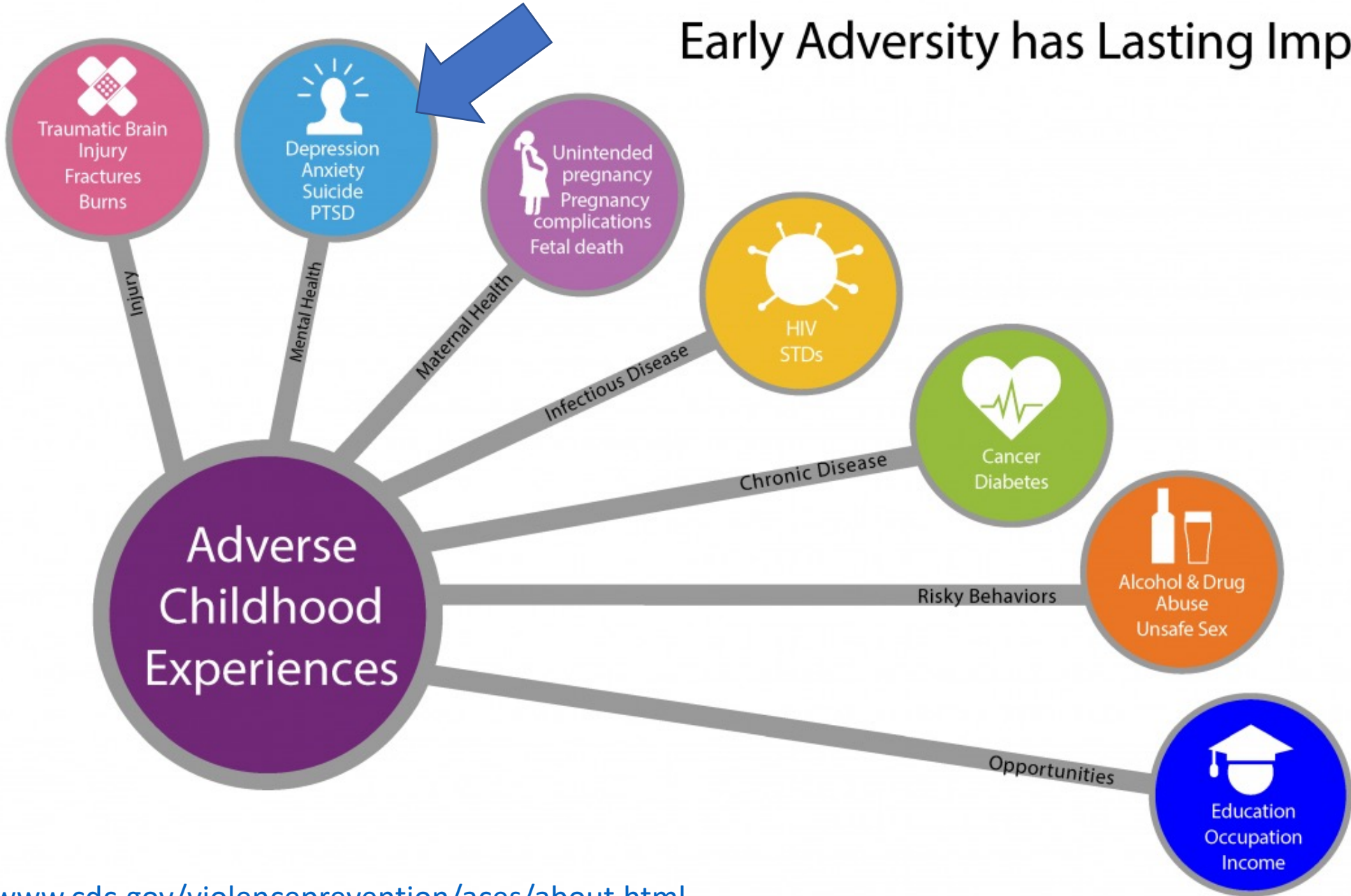


Credit: Stephen R Covey,
*The 7 Habits of Highly
Effective People*

2. What causes burnout?

- Employee factors
 - Childhood trauma

Early Adversity has Lasting Impacts



<https://www.cdc.gov/violenceprevention/aces/about.html>

2. What causes burnout?

- Employee factors
 - Childhood trauma
 - Ongoing life stressors (“fight or flight”)

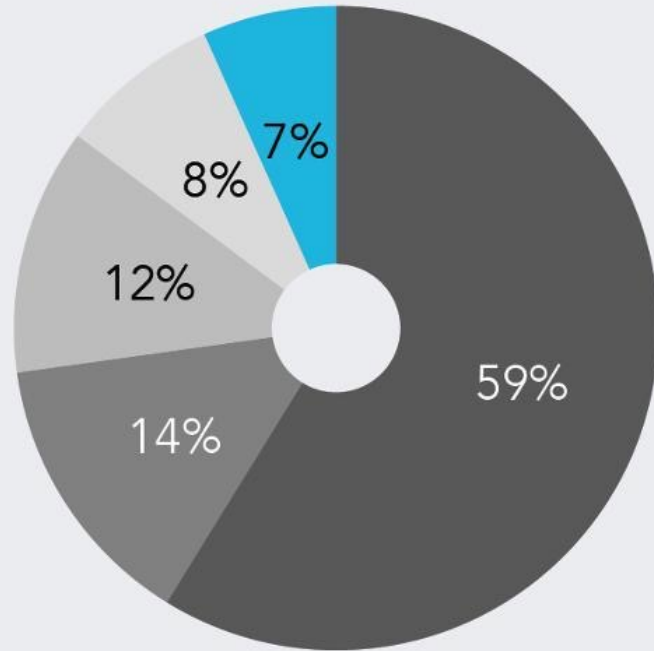
2. What causes burnout?

- Employee factors
 - Childhood trauma
 - Ongoing life stressors (“fight or flight”)
 - Personality traits
 - Highly Sensitive Person/Empath
 - Perfectionism
 - Type T personality

2. What causes burnout?

- Employee factors
- Workplace/organizational factors

Only 7% of people have their core needs met at work.

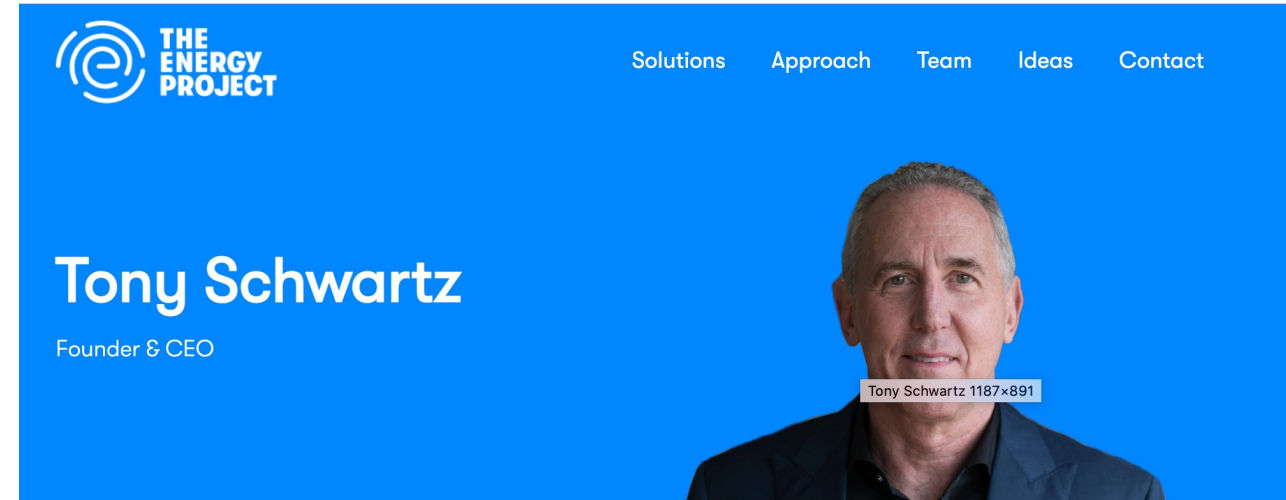


- No Core Needs Met
- One Core Need Met
- Two Core Needs Met
- Three Core Needs Met
- Four Core Needs Met

source: November 2013 – June 2014, What Is Your Quality Of Life @ Work? HBR.org & The Energy Project (n=19,900+)

“Only 7% of people have their core needs met at work.”

Tony Schwartz



<https://theenergyproject.com/our-team/tony-schwartz/>

2. What causes burnout?

- Employee factors
- Workplace/organizational factors
 1. Workload
 2. Perceived lack of control
 3. Lack of reward or recognition
 4. Poor relationships
 5. Lack of fairness
 6. Values mismatch



GREATER
SUMMERSIDE
CHAMBER of COMMERCE



COMMUNITY
HEALTH &
WELLBEING



Rotary Club of Summerville

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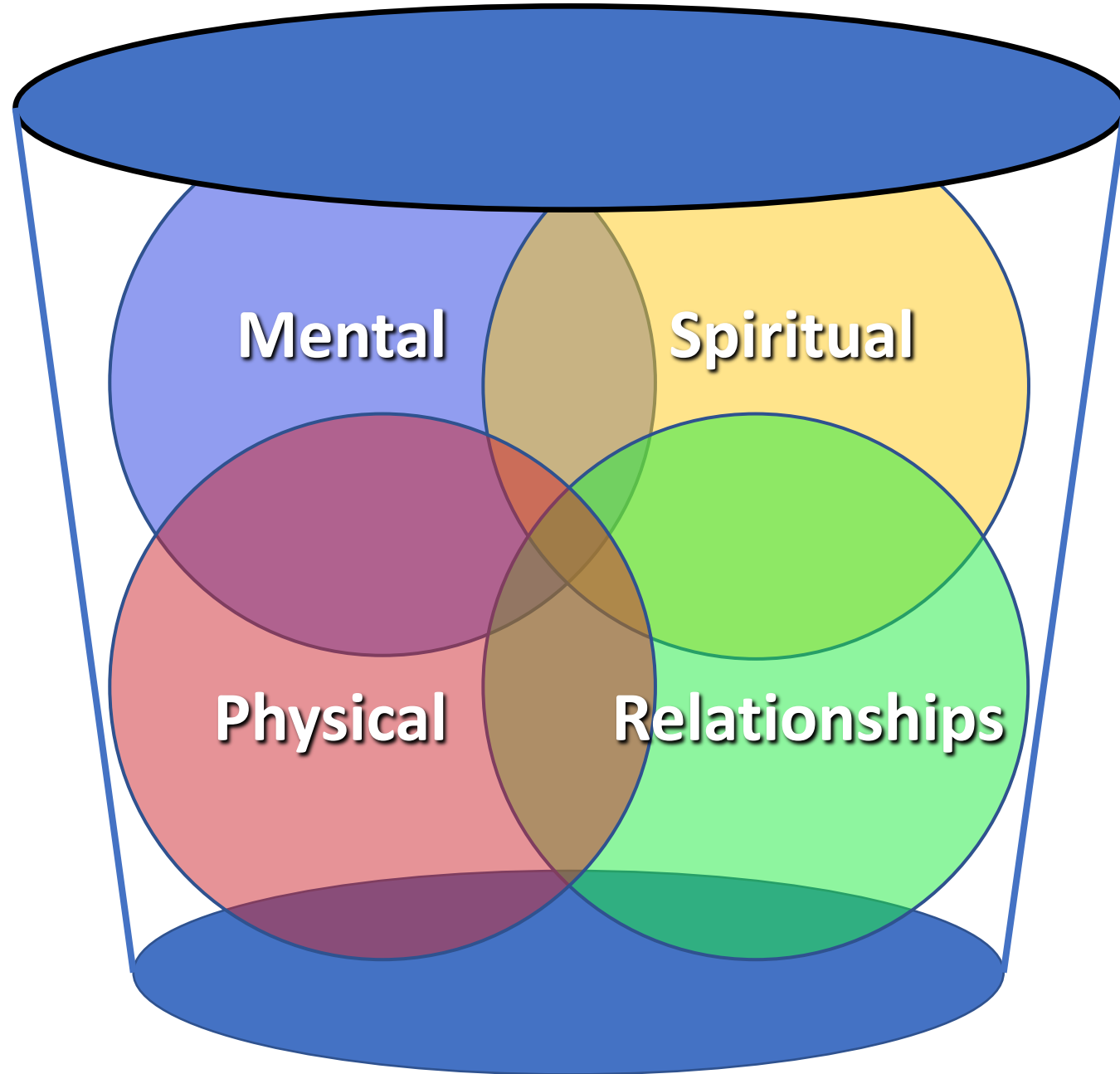
3. The leader's task

1. Self-leadership

- Fill your own bucket first

Life-long
Learning
Self-
awareness

Disciplined
Lifestyle

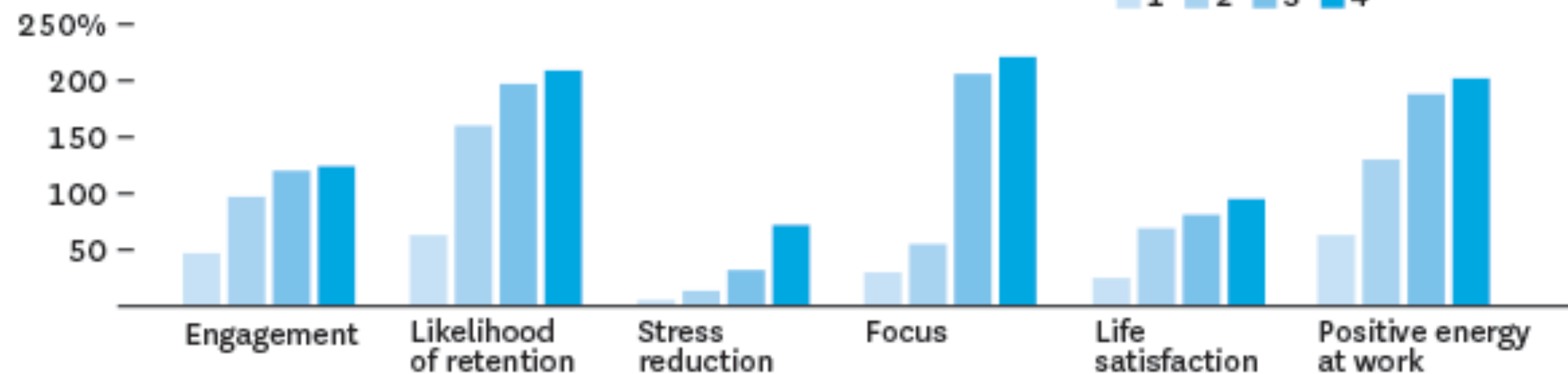


Mission/calling
Values

Communication
Build trust
Family

THE EFFECTS OF MEETING EMPLOYEES' CORE NEEDS

PERCENT CHANGE FROM NO NEEDS MET




SOURCE "WHAT IS YOUR QUALITY OF LIFE AT WORK?" BY TONY SCHWARTZ AND CHRISTINE PORATH

HBR.ORG

3. The leader's task

1. Self-leadership
2. Be a transformational leader



Leadership is not about being in charge. Leadership is about taking care of those in your charge.

Simon Sinek

The leader's task

1. Self-leadership
2. Be a transformational leader
 - Commitment to the growth of your people as a primary goal
 - Commitment to excellence via people's growth with measurable impact

The leader's task

1. Self-leadership
2. Be a transformational leader
3. Create a healthy workplace culture
 - Be “trauma-informed” (know your people & their story)
 - Show you care (practise reflective listening)

“It has been proven that a perceived lack of support and responsiveness from the leader/organization has a greater influence on the anxiety and depression of employees in high-risk jobs than the actual exposure to the traumatic episodes.” (Bonde & Elklit 2012)

www.psykotraume.dk. Forfattere: Birgit Bonde & Ask Elklit. Udgivelsesår 2012

GALLUP'S Q¹²

■ BASIC NEEDS ■ INDIVIDUAL NEEDS ■ TEAMWORK NEEDS ■ GROWTH NEEDS

- Q01:** I know what is expected of me at work.
- Q02:** I have the materials and equipment I need to do my work right.
- Q03:** At work, I have the opportunity to do what I do best every day.
- Q04:** In the last seven days, I have received recognition or praise for doing good work.
- Q05:** My supervisor, or someone at work, seems to care about me as a person.
- Q06:** There is someone at work who encourages my development.
- Q07:** At work, my opinions seem to count.
- Q08:** The mission or purpose of my company makes me feel my job is important.
- Q09:** My associates or fellow employees are committed to doing quality work.
- Q10:** I have a best friend at work.
- Q11:** In the last six months, someone at work has talked to me about my progress.
- Q12:** This last year, I have had opportunities at work to learn and grow.

Gallup's Q¹²

<https://www.gallup.com/workplace/356063/gallup-q12-employee-engagement-survey.aspx>

The leader's task

1. Self-leadership
2. Be a transformational leader
3. Create a healthy workplace culture
4. Cooperate to address societal factors
 - Capacity
 - Focus

"Changes the way we think about the modern world and how everyday conveniences are eroding our understanding of what it means to be human."

—RICHARD DORMENT, editor-in-chief, *Men's Health*

THE COMFORT CRISIS

*Embrace Discomfort to Reclaim Your
Wild, Happy, Healthy Self*



MICHAEL EASTER

"Magness beautifully and persuasively reimagines our understanding of toughness. A must read for parents and coaches and anyone else looking to prepare for life's biggest challenges."

—MALCOLM GLADWELL, author of *Outliers* and *Talking to Strangers*



Why We Get Resilience Wrong and the Surprising
Science of REAL TOUGHNESS

STEVE MAGNESS

Coauthor of PEAK PERFORMANCE



Thank you

We will keep questions for the panel

<https://drhendrikvisser.com/>

