



Reducing Burnout Without Reducing Standards

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A wide-angle photograph of a city skyline at sunset. The sky is a mix of orange, yellow, and blue with scattered clouds. In the foreground, a river flows under a multi-arched bridge. The city skyline is filled with various skyscrapers, including one with a prominent green dome and another with a tall, thin spire. The water in the river reflects the colorful sky and the city lights. A large red shape, resembling a stylized roof or a corner, is overlaid on the top-left portion of the image.

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Reducing Burnout Without Reducing Standards

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Introductions



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Burnout is _____

Scenario



What would you do?

Scenario

- Increase Compensation
- Tie Incentives & Pay to Performance (i.e. the right outcomes)
- Hold People Accountable

Carrot or Stick

If it takes 5 machines 5 minutes to make 5 widgets, how long would it take 100 machines to make 100 widgets?

Why Does Burnout Matter

77% of professionals report
experiencing burnout.

(Deloitte, 2020)

Burnout is what happens psychologically and physically when chronic stress becomes overwhelming and we no longer have capacity.

Symptoms

Emotional exhaustion



Empty

Depersonalization



Numb

Low personal accomplishment



Ineffective

Burnout $\neq$ Quantity of Work

Causes = “Demands”

Individual Factors

- Work / Life Balance
- Mood
- Repetitive & Mundane Tasks

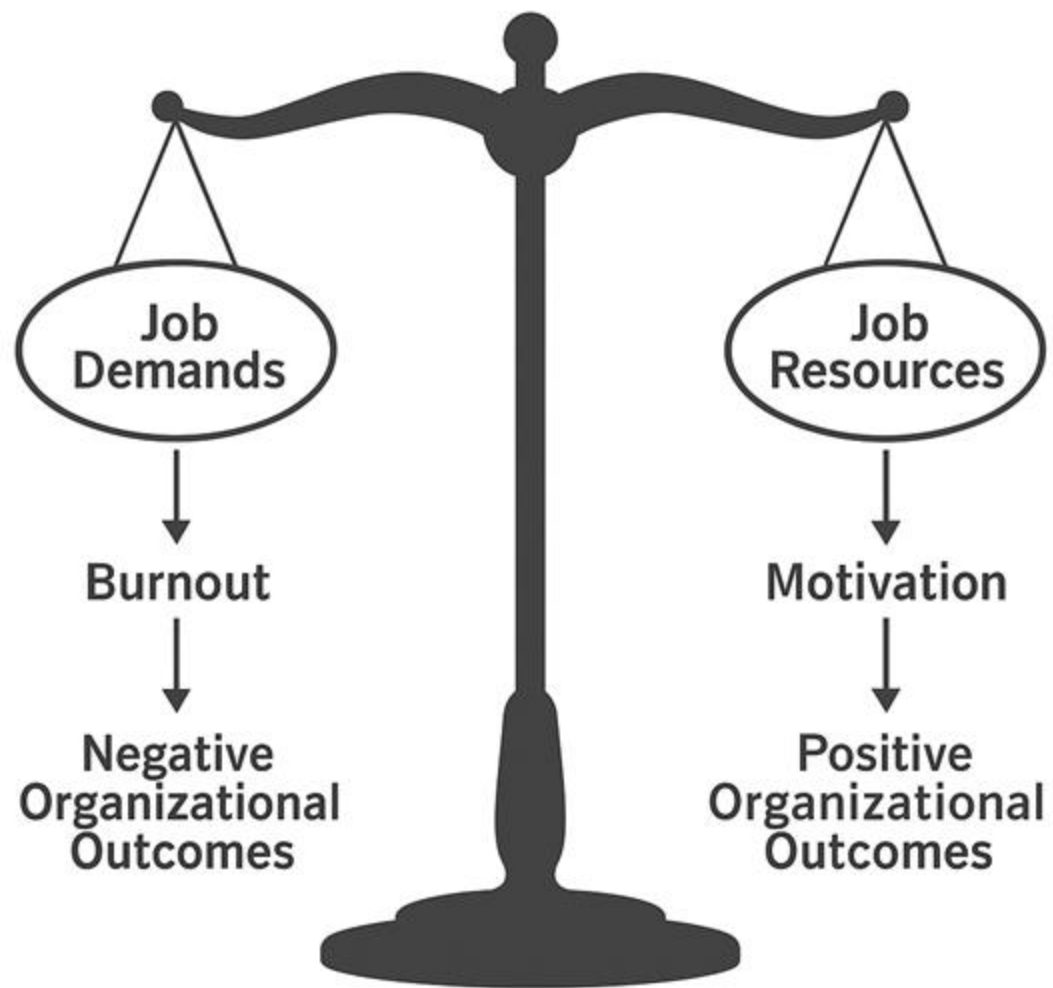
Team Factors

- Interpersonal Conflict
- Role Conflict
- Lack of Decision-Making Participation
- Corporate Psychopaths
- Coworker Surface Acting

Organizational Factors

- High Performance Work Practices
- Emotional Contagion
- Negative Views of Justice & Equity
- Change

So what is the solution?



Resources

Individual Factors

- Autonomy & Job Control
- Performance Feedback
- Learning Opportunities
- Skill Variety

Team Factors

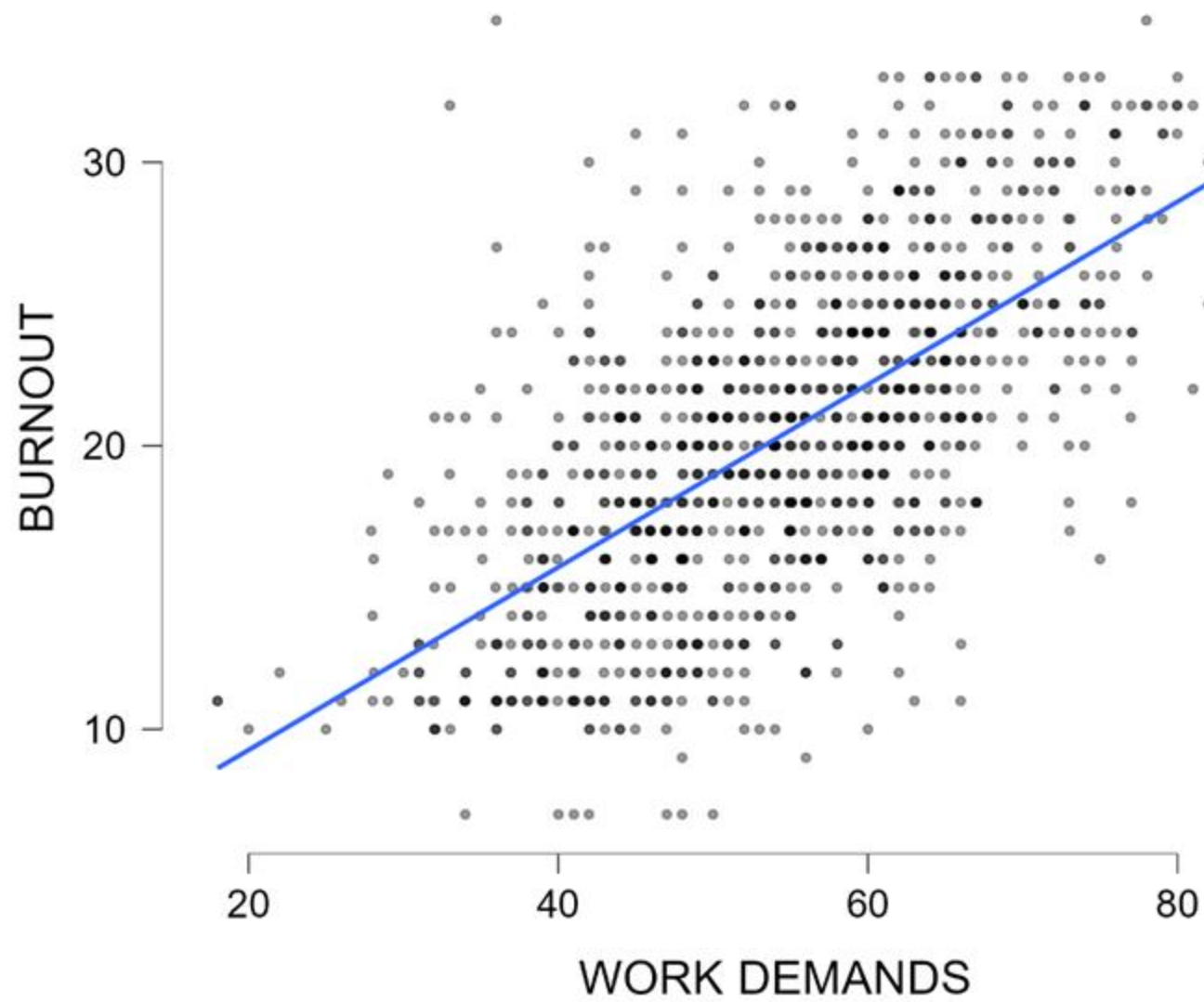
- Supervisor Support
- Coworker Support
- Communication
- Team Climate
- Participation in decision-making
- Role Clarity

Organizational Factors

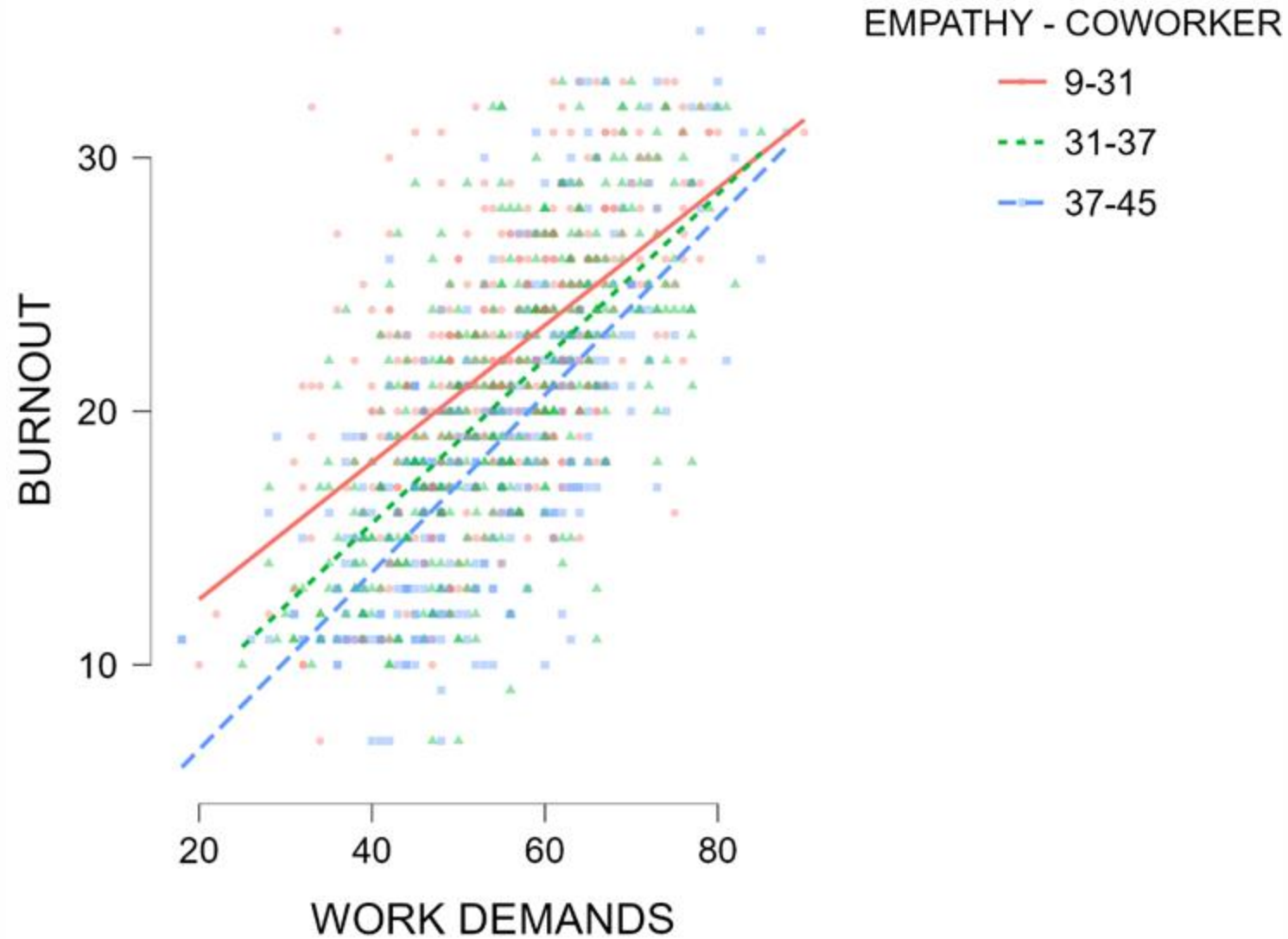
- Job Security
- Career / Advancement Opportunities
- Job Flexibility
- Purpose / Mission

*What are some practical ways to
put this into action?*

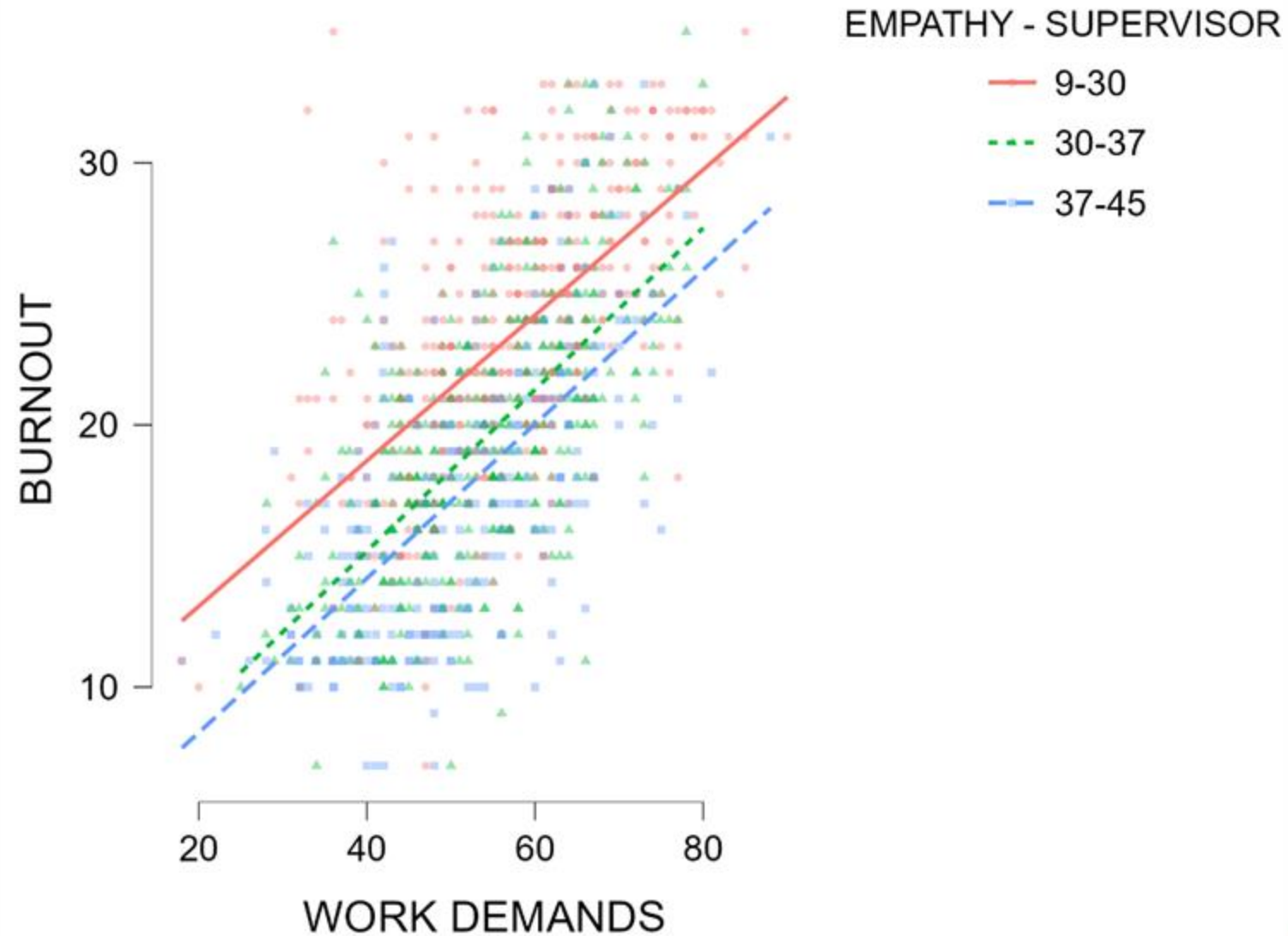
Empathy & Gratitude



What I Found



What I Found



Coworker support helps... but fades at high demands

Supervisor support helps at all levels of demands

Inducing Empathy & Gratitude

Inducing Empathy & Gratitude

Burnout is _____

What Happened?



Q&A

Education Session
Evaluation

SCAN HERE





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