

Overcome Exhaustion and Burnout

Good afternoon and thank you for showing joining us for the webinar. My name is Luisa Jones. And I one of the clinical social workers here and I am a certified employee assistance professional. I have actually been here at Magellan a little over 22 years and during this time, I have talked a lot with people who are just simply exhausted and burned out at work. And actually in all areas of their lives at some point. So I am glad to welcome you to the webinar on overcoming exhaustion and burnout. Maybe you were feeling like you just can't get ahead, no matter what you do, you cannot take on one more responsibility. Like you are boxing or maybe even a little helpless and hopeless that things are not changing. Sometimes you may feel like you can't get out from under a mountain of two dues. Finding yourselves not really caring about the things that you were once really passionate about even. And so that can be a difficulty also. So if this is you, you certainly have landed in the right place today. Melanie had put out the survey and it looks like from the pole survey today that the majority of people are reporting that you feel in some way burnt out. And so, it really goes to say that you are not alone. So if you've been feeling like you are the only one feeling this way, you certainly are not. In the past several years, exhaustion and burnout really have been at all-time highs. And more than 50% of workers identify as feeling burnt out. Most people don't realize the impact of burnout to their mental health and overall productivity. Many people have the symptoms of burnout. However, often with a identify is really the feeling of being overwhelmed. Feeling completely overcome by work and day-to-day life in general. Even having a sense of like, droning, and unable to find their way out of the water. Most people cannot put a finger on it. But you know that something is wrong. So it is very important for you to recognize changes in the way that you think and feel about the things that you normally do. As well as changes in your physical and overall health in order to combat burnout. The good thing about it though is that burnout, it is actually something that can compact. So what of our objectives for today's webinar? We want to be able to summarize the causes of fatigue and burnout. Weaponize excuse me recognize the symptoms of burnout and identify practices to help restore your emotional health and well-being. From looking at the numbers that came in just on the survey, it sounds like people are restoring people are struggling with that. So that is something we want to talk a lot today. So how do we define this? Exhaustion. Exhaustion is defined as the state of extreme mental and physical fatigue. This is much more than just the tired for a couple of days. Exhaustion is a huge stress response. And this extends beyond your normal capacity to recover doing the things you would normally do. So when you are exhausted, your usual efforts to recover, they do not work. And they may not have work for some time. But it may be that you've been just kind of pushing through or ignoring the fact that those things are not working anymore. Burnout. A state of emotional, mental, and often physical exhaustion brought on by prolonged and repeated stress. Meaning this was not just a crisis the you are experiencing. But your body may feel like it is in crisis mode constantly. And it is never able to recover from that. Everyone experiences stress. But this is stress that just never seems to go away. You never get a handle on it. And it never seems to change course. Burnout at work is what we see a lot of. But it can show up actually in many areas as you all may know. Any time you experience prolonged feelings of being overwhelmed, you are at a higher risk for burnouts. It can have detrimental effect. Why is it important to discuss all of this? Well, burnout, if it is not addressed, triggers a loss of productivity at work. Difficulty in relationship, loss of identity. You may not feel like yourself even anymore. And then there are many missed opportunities for you to connect with loved ones. More so burnout and exhaustion can also lead to full-blown depression. What does

burnout look like? What are the symptoms of exhaustion and burnout? In many instances, the symptoms of burnout can be closely related to depression. However, depression is more severe and widespread across the personal experience and it shows up in multiple areas across a person's life. So let's take a look at burnout. With burnout we see various things. One of the things that we see is a decrease in positive thoughts and emotions. You may find that your self-thoughts change. The things that you say to yourself. Maybe you used to be a very positive person. But you find yourself making more negative statements. Maybe even being cynical, both internally and externally in your communication with other people when it comes to the job you are doing. A lot of times that happens because you don't have a way to really express yourself. If it comes out in these negative thoughts, and the negative thoughts you have on the inside of you. And inability to handle changes. Particularly when changes may come at you very fast. They may, you very often and very quickly. And you are not able to tolerate them. On the inside you may find yourself really craving more stability. But you are not able to figure out how to get there. You may find yourself actually having emotional outbursts. We hear that a lot. People go into work, they are having crying spells or periods of sadness. They don't really know exactly what is going on, can't really pinpoint it. But a lot of times it is because you are burnt out and you don't even know how to counter that burnout. Excessive fatigue. Even when you are getting enough rest, you may wake up in the morning and it feels like you haven't slept at all. You still don't wake up feeling energized and revived. And a lot of times it is because you have so many things that are going on. And so they can actually interrupt your sleep as well so not just having sleep disrupted from time to time, but sleep that is disrupted over a period of a longer time. So it is a sustained disrupted sleep. So while most of the people have trouble sleeping from time to time. If your sleep is interrupted for a longer period of time, you have difficulty falling asleep, staying asleep, this could really be an issue related to being exhausted. So in some cases your brain may not be able to turn off, either way you want it to. Because you are thinking about all the things you get to get done. Decreased memory and focus. You find yourself forgetting things. A lot of people think that something is wrong with them because they are just forgetting things. But, sometimes it can be the pressure of having so many things to do. Because you've got too much on your plate and you just can't keep up. What about not feeling excitement? Being bored a lot. Not having the interest in the things that you normally do. What we find, that excitement, it really is a motivator toward your goals. So this is what helps to give you a push. And when you've lost that excitement, it is hard to keep going because you don't have that internal push that's going on. So that's one of the things that happens with burnout. Increased alcohol use or substance use is a really big one. During the pandemic, in the past several years, we've seen certainly an increase in this. A lot of people were saying I did not used to do this so much. I kind of had control over it. But now that I'm at home, I am finding myself trying to take the edge off. I'm going into work I'm doing something when I get off of work, and I'm doing it more often. And it is more about looking for an escape from everything that is going on. What are some of the symptoms of exhaustion and burnout? Well let's see. Increased caffeine use. Maybe you find yourself taking -- More often trying to get it all done. It is a matter of, for some people, you don't cut things off and say that I'm not able to do it. But you kind of want to take something so it helps you to all the other things. So if I take the caffeine, then I am able to be awake longer. I'm able to be more alert while I am trying to do everything. Increased anxiety. Wearing, agitation, you might find yourself having moods that are quickly changing. You are working hard to maintain the status quo to avoid any disruption in workflow. A lot of times you don't want anyone to know that anything that is going on, but underneath, sometimes it could be an undercurrent of anger. Just an underlying agitation. So that is there as well. What about feeling very robotic and how you are living your life. I hear

people all the time say I felt more alive and now I don't really feel like that. I feel like I'm going through the motions. You can do that for so long of any kind of takes its toll on you. Being late . A lot of people find themselves, they are going in to work a little bit later . They are just really struggling to stay at work and to be focused . So they are calling off work more . Or maybe having to leave early. And of course, that becomes an issue as well. Is different if you really want to take time off to do some things. But if you are taking the time off just to be able to escape because you have just too much on your plate, then that is different. A lot of people are feeling trapped like they need to escape . Like they can't get outside of the box that they are in. So that can feel, be a very suffocating feeling for some people. Even feelings of loneliness . And the more exhausted people are , the lonelier they feel. More detached they feel. The more isolated and disconnected. There may even be some shame in regard to this . And being unable to talk to anyone about how you are actually feeling. And so that, of course, increases the isolation. You look around and it looks like everybody is getting everything done . But here you are and you are really struggling. So, there are many things that can increase our influence exhaustion and burnout . And let's look at what some of those causes are. Work /life in balance. Perhaps there is a set of work dynamics you are dealing with. You have increased responsibilities at work . And very excessive workload demand , changing requirements, the things that are changing very frequently. There may be conflict while you are on the job. A lot of people, now that they are working from home, talk about not having all of the resources that they did in the office at home. So that also creates a problem . Lack of reward . Lack of control in what you are doing and the way you are able to do things. It also is the issue of , it can be increased marital stress. Issues with parenting. And although rewarding, parenting is still hard work no matter the age you have of just too much on the child.your plate, then that So here is different. you are A as a lot worker of people are feeling and as trapped like they need to escape . Like they a can't get outside of the box that they are in. So that can parent. feel, be a very suffocating feeling for some people. Even What feelings of loneliness . And the more exhausted people are , the lonelier you they feel. More detached they feel. The more isolated disconnected. and There are trying may even be some shame in regard to this . And being unable to to talk to anyone about how you make are actually feeling. And so that, of course, increases the isolation. You look around and it looks like everybody is getting everything done . But here you are and you are everything work really struggling. So, there are many things that can increase our influence exhaustion and burnout . And let's look at . what some of those causes are. Work /life in balance. The other Perhaps there is a set of work dynamics you are dealing with. area You have increased responsibilities at work . And very excessive workload demand , changing requirements, things the that are changing very frequently. There may be conflict while would be you are on the job. A lot of people, now that they are working from home, talk about not having all of the resources that they did in the office at home. So that also creates a problem . Lack of reward . Lack of control in what you are doing and the way you are able to do things. It also is the issue of , it can increased be marital stress. Issues with parenting. And although rewarding, parenting is still hard work no matter the age of the child. So here you are as a worker and as a lack of reality testing. Not addressing things directly with yourself can really cause burnout as well. So let's talk about a few really good questions you can ask yourself. You know, do I simply have too much on my plate for the hours that exist in the day. The hours that exist in the week or the month . Have you been having more than just a bad day. Are you finding yourself having bad weeks . You know, what you would categorize as bad month then amounted into a bad year or a bad couple of years. Is this really a good fit for you anymore? And while you cannot always change jobs or change positions, you can kind of think about what are some other things that you can do . There may be something within the

position you are and that you can kind of tweak a little bit to make a little bit more palatable . What can be changed internally or externally that is within your control. This requires making assessments in all areas of your lives . Unmanaged expectations. Expectations that are either unrealistic or unclear, or setting expectations that are too high or too low. And this can be unmanaged expectations about yourself as well as about other people. Then there's perfectionism. And this is a big one. Trying to do everything perfectly. In the question that you want to ask is is there a point that the work that you've done is good enough? And can you be okay with that? And that is something you will constantly have to ask yourself as you go along. Multitasking. Sometimes too much multitasking can lead to burnout. And I know a lot of times for just the opposite of that . The multitasking , not taking enough time to complete one project or one assignment or one task can really lead to lack of focus . And they can divide your thoughts and attention and actually exacerbate the burnout for you. This one I like a lot. Putting off this sweet things in life. This is the honey in life. Things that make life a little bit better and enjoyable. So, having relaxation and fun in a holding pattern actually serves to strengthen the feelings the burnout . So doing some of the more gratifying things actually help to break the cycle of exhaustion . Although you might be waiting on the right time, realize that there is never a perfect time to take that walk , to stop and call a friend , to read a chapter of your favorite book , to write, to paint, to draw . Or just sit quietly and enjoy being you , and the beauty of the world around you. You may be putting things off because you don't feel like you deserve a pleasurable activity until everything else is done. But doing the sleep things in life will often , that really does help to calibrate the stress. Melanie, can you pull over the pulse survey? ? I sure can. So our question for you today is what causes you exhaustion, burnout? Type in the bottom where it says type your answer here and then click on the icon to the right. That is what will broadcast your answer and it will be published so we can read it. We are not broadcasting the answer so just know I'm going to open up right now. If you can type in the text box of the poll question. Then click the icon to the right. Many people are saying stress , too much work . Leaders who have passive aggressive tendencies , health issues , worklife balance . Taking on too many responsibilities because no one of volunteers. Constantly feeling like I'm overwhelmed. Lots of people think too much work to do, too many tasks to get done. A lack of stability . People mentioning family. They have kids at home and they are trying to manage that and work. Some are dealing with a chronic illness they are trying to deal with as well as working in home life. Make you everyone for those responses. It was a lot of information to take in Marissa.

Just listening to the responses from the survey , you recognize a lot of things are going on. There are more than what I put appear in regards to what can cause exhaustion and burnout. Well let's talk a little bit about how do you handle it all moving forward? In regards to restoring your emotional health and well-being? How do you recover from exhaustion and burnout . Well, you start by giving yourself time and creating space to recover. Burnout recovery does not happen overnight. But it can certainly happen for you. Start with self acceptance. What can you do? What can you control? This is the real key , working from the inside out. It is easier to attend to things that you first acknowledge . Except what you're baseline is which is where you are now. You can decide from this point where it is that you really want to be. Except you can't get it all done. You simply cannot do it all the time. Once you come to the point of accepting where you are , validate your feelings and be in to address those feelings one by one . And begin to change your inner thoughts about yourself. And remember, small changes yield big results. Over time so we are not always looking for something that will automatically change us . But those small changes, they have a buildup factor and they really will make a difference for you. Reassess expectations. We touched a little bit earlier about letting go of perfectionism.

Perfectionism is about control. So for a lot of people, it is very difficult to let go of control. But it is something to really consider as you want to work on being able to recover from the burnout you are feeling. Recognize there's only so much pushing through and pressing all that you can do. This means having self-compassion. Consider your own value. What are the most important things to you? And what exists is your values may have changed over time you don't realize how much the things you're doing now don't line up with those values. Maybe you need something different now than what you need it when you started. Maybe you started out on one track when you ended up someplace different. Is this the place that you want to stay? Or do you want to move from that particular area? Make sure the goals that you have are the goals that you really want. And guess what? If they are not, it is okay to make changes. When we are talking about managing expectations, also consider as to whether you can clarify the expectations of the roles you are in. Sometimes, they can be renegotiated around both expectations. You're dealing with your own expectations and that expectations of others and how can you work on those things? Realign boundaries. Sometimes when you hear the word boundaries, we think of it as a negative. But it is a positive when it comes to keeping you from being exhausted. Boundaries set limits to what you can and will do, given the limited resources that you actually have of time and energy. What it recognizes is that your time and energy really is limited. And you only have so much of it. Healthy boundaries, they serve to insulate and protect you from burnout. For example, you may say I am only going to work eight hours. I'm only going to work 10 hours. I'm only going to work 12 hours. After that, I have to go home. You may say I will only do overtime on a certain day. I will sit quietly for 10 minutes a day to be brief. I will go to the store only on certain days or I will only do laundry on Monday, Wednesday, Friday. Those kinds of things help to set boundaries for you. And there are so many other ones. And what about, I just need to say no sometimes. It's hard, but it is okay to say no. Learn how to say no without feeling excessively guilty. It is very difficult to take care of others when you are not taking care of yourself. When traveling on planes, they always tell you first put the oxygen mask on yourself before you put it on anyone else. No is a good boundary. You don't have to use it all the time. But there are times that you do need to use it. Detached. Removing yourself mentally and physically after work or for whatever activity is causing so much stress and burnout for you. And I know this is hard because a lot of people have been working from home. We hear that more often that it is really hard to move away from work because I'm at home. Detaching from emails and from work text. Taking a break from the smart phone. Detaching from needing to do it all, even if you want to do it all. Delegation is good. Asking for help is even better. Figure out what it is that only you can do versus what can you delegate for someone else to do. It may not be done exactly the way you do it but it would still get done. That way you create energy for you by delegating. Finish tasks you have before you start new tasks. Except when you have done enough for the hour, for the afternoon or for the day. They let you have let yourself have some rest. Take rest breaks. I will say that again, take rest breaks. Rest frees up mental space for you and it is exactly what you need. Doing the opposite of what you think you must do really can make a big difference. So consider taking time off work, by using personal time, mental health days, and then do your routine slowly. Look for simple ways to improve and don't try to improve or change all at one time. Don't try to give yourself a makeover. As we continue to consider what are some of the things about restoring health and well-being? What about planning and reorganizing. Create balance. Balance does not come on its own, it requires work. So reassess time for work, time for play and time for self-care. It becomes no longer an option, but it is now a priority for you. Are you demanding too much of yourself or is someone else demanding these things of you. And can you meet the demands? What about the to do list. We are often familiar with that. But the best to do list is maybe the

to do list that may not always get completed. So you are not a failure because you didn't get the stuff on the list done, just moved to the next day and be okay with that. In the book the frog by Brian Tracy he talks about the is task you must complete are the most important tasks. In other words, don't do the menial things, the trivial things, but do the most important tasks. In other words it the biggest raw that you have. If you have multiple frogs, eat the biggest one first. This increases your sense of accomplishment. Set routines. When you exercise, exercise at the same time each day if you can. When you are sleeping try to stay on a consistent sleep and wake schedule. And this helps to keep your body original. Using automation like digital calendars. The issue becomes that we over schedule even when we moved to digital reminders of things. So one of the things you cannot do is schedule a break. Put it in the digital calendar or your personal calendar when you are going to take a break. And Benny using time blocking to kind of get large tasks done. Because that way it gives you more time to think. Doing efficiency audits. Identify places where you lose time. We all know that there are time wasters for us. You've heard it before. Although technology is great, it can be a time waster. And what about things that take your time. People and things that drain your time. You have to decide how much can you be exposed to this, so that you can be feeling better about what you are doing. And then there are some things that help to move timolol. Time alone. What are those things that make you more efficient? Relax, replenish and recharge. It sounds good just to say that. Relax, replenish and recharge. Slowing down instead of speeding up helps to combat being exhausted and overwhelmed. So, embrace your vulnerabilities and imperfections and your current condition. Dr. Brown and her book the gift of imperfections he talks about being deliberate and intentional about feeling better and making changes. And re-finding what your inspiration is. Pause, create space, and use space well. In her book, a minute to think, she calls it white space. Time to think and strategize. And this is unscheduled time without a screen. How often do we have that? It is without a screen in front of you. So using space as the liens creating what you need. She talks about the recuperative benefits that she came the snippets of time that are available to you. Downtime activities. Dissipate in downtime activities that are not outcome driven or productive. We often fall into that. We want to get it all done so we are looking at how can we be more productive. This is saying to things that don't require you productive. Things that require little effort, things that are enjoyable for you like coloring, napping, maybe even birdwatching. Whatever it is that you like to do. It sounds counterintuitive, but, it is true. In these activities can help to recharge your batteries to provide work and life responsibilities. A lot of people don't have too much relaxation. But, you have to find the balance. And by relaxing too much and not getting things done? I'm not racing enough that my brain never has that downtime. Daily recovery periods are better than delay recovery efforts. So reduce isolation, take advantage of marriages, relationships, friendships and coworkers, give yourself rewards along the way even if they are small. Time to play a game, look at old pictures, make use of prayer time, casting your cares. Quiet time, renewal and rejuvenation. Journaling can serve as a big emotional decompressor. It is a natural recovery from mental exhaustion and really keeping a gratitude journal is very helpful as well. We all know that exercise is a really big one and we say try to exercise 20 to 30 minutes a day, 4 to 5 times a week. That also helps. And then healthy nutrition. All nutrition is not created equal. So we have to balance what we are eating and things like that as well. Incorporating even a five minute break, a 10 minute break, can go a very long way. So embracing new vision, put effort into changing what needs to be changed. Be willing to change plant MPV. Refusing to change can be even more frustrating and can really be a source of being burnt out and exhausted. Tap into your creativity, learn new skills, gain new hobbies, be creative and think outside the box. Just because you haven't done it before doesn't mean you can't start now. Read gaming serves eight purposefulness and meaningfulness can

combat burnout. Look at what you doing and consider if you still want to do it anymore. Explore opportunities that perhaps you never considered before that now line up with your values and time. Have fun, fun doesn't have to be big, it can be small. But he can be a big impact. The book I talked about earlier was a minute to think by Juliet fault. And so she gives a lot of different things in that book to kind of help you. Consider that as well. Overcoming exhaustion and burnout is impossible but it is an internal issue that takes time. So be kind to yourself along the way. Know your stress triggers. Attention to what consistently triggers you and what causes a downward spiral for you. Prevention, it has gone going to always be better than recovery. Remembering that you can make a change. Life doesn't have to continue the way it has been and overcoming as possible. Melanie before I finish up here can you pull up the last poll survey?

I sure can. Be patient everyone. I'm having trouble getting used to these survey questions. If you could type where it says type the answer here. The call out button to the right and that is what will broadcast your answer to us. The question is what will you do moving forward to restore your emotional health and well-being. So Marissa we have people talking about walking for exercise. Some people are even considering maybe a job change. A career change of some sort. Or allowing emotional feelings to flow including crying. Being mindful, journaling, giving themselves permission to rest. That can be hard for us. A lot of times especially if we are perfectionists want to get things done the right way. It is hard to let go. Exercise and meditate. Take time for myself. Practicing self-care. Talk about putting time on their schedule. He mentioned that and people were asking how do I get away from my desk? You brought up a good point for time blocking. So lots of great answers. Thank you everyone. I love it when you are willing to put it down in writing what you are committed to do moving forward. That is a lot of what we are talking about. A lot of different things that you can do. The book the gift of imperfection, it helps to give you some tips and tools in regards to being able to let go and give yourself permission to take a break. Give yourself permission not to be perfect in doing what you are doing. So, as you are now considering how to move forward, thinking of the things that you can do. Remember there are resources available to you. You can share your story, speak aloud. You don't have to go it alone. Sometimes there is saying associated with healing burnt out. But it is less of a burden we you don't try to carry it on your own. Access all of your available resources to help with coping. Making use of your program can be an invaluable tool. What we see is out just making the call alleviate the stress. And the initial call is enough to get started on different. People are not always aware of the resources available to them. Some companies have coaching programs to help members achieve the desired goals, work related or personal. And if you need additional help, your program is just a phone call away. We are available 24 hours a day. And the good thing is that it is confidential. And if you are uncomfortable with calling into your program, you can go to your company's website. And you will be able to chat with the clinician like myself. So I just want to say thank you all for attending the webinar today. And as you work on restoring your emotional health, certainly if there is something we can do to help you along the way, please give us a call.

For such a wonderful presentation, I know all of you have asked a lot of questions. And I will be honest with you that many of them are personal in nature. And it would not be to your benefit for Marissa to try and answer those questions without more information. Even though she is a trained professional or another trained professional would need to speak with you about some of these things. And I can tell by the poll question, that many of you are experiencing this. And you are not alone. We have about 1000 people on today and 97% of the people in the beginning said they were burnt out. So again, you are not alone. Your benefits are here for you. We do not have your company specific information because we have people if you

don't know your toll-free number or your URL, I encourage you to speak to your human resource department just to get the contact information. And be guaranteed when you call in or go on the website, it is completely confidential. We do not release any specific information about who uses the benefits other than numbers. So the only thing your employer ever knows is that a number of people ever use them. But we would not give out any information. Looks like we have run out of time today. I encourage you to go out 3 to 5 business days from now this recording will be on your website you can access it again. Marissa gave so many tips where you can share this one of your household members or friends who is also struggling with this peer because again you are not alone. Once again thank you so much for attending this does and our webinar for today. [Event concluded] [Event Concluded]