



Community Burnout: Treatment & Prevention

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Burnout - Described

- ✘ Become disillusioned with a job formerly passionate about & committed to
- ✘ Things that inspire passion & enthusiasm are stripped away
- ✘ Tedious or unpleasant things crowd in



Burnout - Defined

- ✚ Prolonged response to chronic stressors
 - demands tax or exceed resources
 - no occasion for recovery
- ✚ Three components:
 - exhaustion
 - depersonalization
 - reduced efficacy





Exhaustion

- ✦ Feeling over-extended & depleted of resources
- ✦ Strongly related to work overload
- ✦ Emotional demands of work can exhaust one's capacity to be involved with & responsive to needs of those you are trying to help



Depersonalization

- ✦ A reaction to exhaustion
- ✦ Tendency to distance self from clients
 - often, by becoming aloof & inaccessible
- ✦ Client's demands more manageable when they are impersonal objects of one's work



Reduced Efficacy

- ✦ Sense of personal effectiveness is eroded
 - due to chronic, overwhelming demands & increasing indifference
- ✦ Lack of resources to get job done
 - e.g., insufficient time, lack of necessary tools/skills
- ✦ Reduced productivity

Warning Signs of Burnout

- ✖ Dread going to work
- ✖ Feel “down” on Sunday afternoon, because Monday is approaching
- ✖ Doing a good job not as important
- ✖ Feel tired; low-energy





Warning Signs of Burnout

- ✘ Co-workers walking on eggshells around you
 - due to increased crankiness, irritability on your part
- ✘ Come in late, want to leave earlier
- ✘ Enthusiasm replaced by apathy
- ✘ Feel physically sick

Burnout & Health Outcomes

- ✱ Headaches
- ✱ Muscle tension
- ✱ Gastrointestinal problems
- ✱ Increase in blood pressure
- ✱ Cold/flu episodes
- ✱ Trouble sleeping





TREATMENT: for Individual

- ✦ Learn relaxation techniques
- ✦ Take breaks
- ✦ Change routine to counteract boredom
- ✦ Learn to say 'no'
- ✦ Incorporate regular exercise into schedule



TREATMENT: for Individual

- ✦ Prioritize

- ✦ Seek support from like-minded others
 - there is strength in numbers

- ✦ Accept what you cannot change

- ✦ Step back, if necessary



● Burnout & Organizational Health

- ✦ Systemic issues vs. individual issues
 - e.g., workload, control, reward, fairness
- ✦ Change situational & organizational factors
 - reduce workloads
 - provide some control to workers
 - reward effort
 - reduce perceived inequities within workplace



TREATMENT: Organizational Change



- ✦ Engagement

- reduce unpleasant, unfulfilling, & meaningless aspects of work

- ✦ Person-job fit

- provide everyone opportunity to work “in their zone”
- including yourself



Stay on Track

- ✦ Do not get distracted by "little" things that pop up
- ✦ These - delegate, delegate, delegate
- ✦ AN ASIDE: if the little things are more interesting, pay attention



Let Others In

- ✦ Accept ideas from others
- ✦ Brainstorm
- ✦ Everyone looks at/sees things differently
 - two heads better than one
- ✦ Sometimes, need others to get unstuck



Volunteer Development

- ✦ Value what volunteers bring to the table
- ✦ Give volunteers opportunity to become invested
 - let them show what they have to offer
 - will encourage them to stick around
- ✦ Over time, give additional responsibility



Summary

- ✦ Burnout - common among service providers & those in people-oriented professions
- ✦ Long-term response to chronic stressors
- ✦ As leaders, can affect organizational change to help eliminate burnout