Lesson Six Learning Points

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

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
- memory is not as good
- you forget things

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

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.

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

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

Get over it – isn’t that easy.

Yours or Theirs

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Outside me

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Inside me

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Know more today

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What's The Thinking?

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

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

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.

My Life

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Stage 1 – "Something is wrong"

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

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

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.

Stage Two - Fight

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 derrieres." "No one's getting to me." "Nothing will change." "I can't make a difference."
Stage 2 - Withdrawal
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
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?
Burn Out symptoms include exhaustion, cynical detachment from our work, and feelings of ineffectiveness.

Compassion fatigue is a Symptom too.

Outward behavior includes:
- Callous remarks
- No smiling or laughing
- Reacting 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?
FOR TRAINERS
- Dealing with trainee’s Intense emotions
- Having to constantly attend to liability.
- Boredom resulting from too much repetition in training.

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

help
- Personal, 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?
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?

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?

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

I do care

Appreciation Is Needed

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

Appreciation Is Needed

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

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

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

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 deeply 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
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
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
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

SOS

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

What About 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 up 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

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

I need you

What if...

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
- Consider if those needs are worth fighting for.
- If so... Request and Redo it

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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.