MLA Presentation

Talking Points

# Slide 1: Going Through the Motions

* Are you just going through the motions
  + Some days
  + Every day
  + Occasionally
  + What is could be causing this?

# Slide 2: What You Feel: Emotional Exhaustion

* Burnout comes from (Maslach, Jackson, Leiter, Schaufeli, & Schwab, 2015)
  + Emotional exhaustion
  + Depersonalization/Cynicism
  + Low Personal Accomplishment
* Chronic Exhaustion
  + Emotional exhaustion leads to physical exhaustion
  + Vicious Cycle

# Slide 3: A little bit of Academia

* Research says!!! (Bakker, Demerouti, & Sanz-Vergel, 2014; Maslach et al., 2015)

# Slide 4: Low Functioning & Chronic Stress

* Human services workers --> aka. Library employees
* Results: (Bakker et al., 2014; Maslach et al., 2015)
  + Low work performance
  + high turnover intentions
  + Increases in absenteeism
  + Increases in workplace accidents
  + Lower customer satisfaction

# Slide 5: Walk Through the Fire: Emotional & Physical Health Issues

* Chronic exhaustion causes: (Ahola, Väänänen, Koskinen, Kouvonen, & Shirom, 2010; Armon, Melamed, Shirom, & Shapira, 2010; Shirom, Melamed, Toker, Berliner, & Shapira, 2005)
  + Weight gain
  + Alcoholism
  + Insomnia
  + Sleep apnea
  + Diabetes
  + Anxiety
  + Increase in certain types of tumors
  + Myocardial Infarction
* Neuroendocrine system – mind (body)-connection (Shirom et al., 2005)
  + Inflammation

# Slide 6: Some (brief) Statistics

* 75% - US workforce
  + Emotionally disengaged from work
  + Barely productive
  + Extremely cynical (depersonalization) concerning clients and the organization.
  + 50% highly disengaged (burned out)
  + 25% moderately disengaged (burned out)
* $500 billion losses to us organizations
* Profit margins 9% lower for burnout

# Slide 7: Organizational Costs

* Instead of handling stressful customer interactions with grace, employees may seem openly unfriendly or even hostile.
* Poor customer service (Bakker et al., 2014; Maslach et al., 2015)
* Workplace incivility (Han, Bonn, & Cho, 2016; van Jaarsveld, Walker, & Skarlicki, 2010; Zhou, 2014)
* Poor work performance
* Reduced esteem for the organization by stakeholders

# Slide 8: Buffy says…

# Slide 9: I’ve Got a Theory (Well…a hypothesis) S.G.T.P.

Bakker and colleagues address the idea of situational and temporary burnout a little in the discussion of the JD-R theoretical framework. (Bakker et al., 2014)

SGTP is a personal hypothesis although rooted in some of the research about JD-R and Burnout.

* Do we burnout because:
  + Situation or Person
  + In general because we have it our breaking point – (with the organization)?
* Is our burnout:
  + Temporary and we can get over it?
  + Permanent and we can’t get over it?
* How do we avoid going from:
  + Temporary 🡪 Permanent
  + Situation 🡪 General?
* What are the causes:
  + Job demands (Bakker et al., 2014)
  + Job resources (Bakker et al., 2014)
  + Self-efficacy beliefs (Schwarzer & Jerusalem, 2015)
  + Personal conflicts
  + Supervisor relationship

# Slide 10: Give me something to sing about: The Unexamined Life

* Instead of going through the motions
* Reflect on our behavior
* If you are experiencing burnout right now, are you in one of these stages
* Take a few minutes and take the HSS survey
* Coping with stress
  + Give yourself permission to disconnect (just temporarily) from what is emotionally exhausting
  + Shift work-focus on something that gives you a sense of pride and accomplishment (temporarily)
  + Escape – give yourself permission to leave the workplace, and think/start dealing with things.
    - Make lists if you are a list maker
    - Write about what’s going on to yourself
    - Take a Walk
    - Reflect
  + Think about:
    - Why?
    - How?
    - What?