

The Top Signs of HR Burnout

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Meeting

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Why should HR Professionals talk about Burnout?

- We tend to be in the middle of difficult people issues
- The nature of our work is about balancing human concerns and business interests
- We tend to seek fulfillment, at least partly, in our work

Definition: Burnout

- 'a state of fatigue brought about by a devotion to a cause, a way of life or a relationship that failed to produce the expected reward'

(H. Freudenberger)



Definition: Burnout

- 'People burnout when they have lost interest in what they are doing'.
- 'Burnout happens when you take your eye off what you are about'.

(H. Smith)



The Survey Says

- I feel that my work is stressful
 - ◆ Yes: 71.7%
- In the last 2 weeks I have felt overwhelmed by my work
 - ◆ Yes: 65%
- My work continues to have meaning for me
 - ◆ Yes: 91.7%



Distinction: Burnout – Distress - Stress

- **Stress** is normal and quite healthy, it keeps us engaged, sharp, breathing!
- **Distress** occurs when our normal ability to manage day-to-day stressors does not meet the level of stress we are experiencing. We experience changes in health, behavior, feel overwhelmed.



Distinction: Burnout – Distress - Stress

- Distress – Stress:
 - ◆ Is about working too long, too hard, increasing demands and limited resources; life being unbalanced
 - ◆ normally appropriate levels of exercise, nutrition and rest will help us manage



Distinction: Burnout – Distress - Stress

- **Burnout has to do with losing our sense of purpose and fulfillment**
- When typical stress management approaches do not help us to reconnect with how we see ourselves, others and our work, we are challenged to look deeper and may be experiencing burnout



Duggan's Perspective

- Accountability: Conscious behavior
- Integration: Seek meaning in everything
- How do you wake up in the morning?



Burnout: Personal Root Causes

- An undefined or lost sense of purpose
- Unresolved personal issues distract us from living our purpose
- Feeling powerless over events
- Life changes
- Under or over employment



Burnout: Organizational Root Causes

- Cultural issues: low levels of trust, cohesion, respect
- The human side of work is not supported
- High Demand – Low Control
- High Effort – Low Reward
- Limited opportunity for advancement



Signs of Distress- Burnout

- Inability to focus on tasks
- Negative self-talk
- Consistent negative impact on home life
- Changes in your health: persistent minor illness, fatigue
- Changes in sleep, eating patterns; personal hygiene



Signs of Distress- Burnout

- Uncharacteristic negativity
- Mistakes in work
- Ethical lapses
- You become a 'Seagull Manager'
- Absenteeism
- Humor directed at others – venting
- Self-medicating

Burnout: Solutions

- Know yourself
 - ◆ Your passion
 - ◆ Why are you here anyway?
 - ◆ Your patterns
 - ◆ Your limits



Burnout: Solutions

- Know your organization
 - ◆ Purpose
 - ◆ Values
 - ◆ Culture
 - ◆ Priorities

Burnout: Solutions

- Align yourself and your organization
 - ◆ Is there a sense of common purpose?
 - ◆ As an HR Professional are you supported in your development?
 - ◆ Does your organization respect your Code of Ethics?

Burnout: Solutions

- Look after yourself
 - ◆ Develop and nurture positive relationships
 - ◆ Exercise
 - ◆ Do things that are enjoyable
 - ◆ Manage your time
 - ◆ Establish boundaries
 - ◆ BS Deflector

Burnout: Solutions

- Look after your career
 - ◆ Focus on your passion
 - ◆ Base your career messaging and decisions in your passion
 - ◆ See change as opportunity

Conclusions

- HR is a challenging profession so we need to be mindful of the risks of distress and burnout
- Focus on the mission, values and integration of your life
- Maintain and nurture a support system
- You are accountable!

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- Discussion
 - Q & A