

Strategies for  
Establishing New  
Boundaries and Coping  
with Burnout

# Getting Back into the Swing of Things



Define Burnout (what it is and is not) – *Is it just overwhelm?*



Understand how burnout affects you, your family, and your colleagues and friends



Learn new strategies on how to recognize burnout “before” it happens – in you and others



Learn how to set clear boundaries and expectations through making collaborative requests



Walk away with a personal action plan that can be implemented immediately

# Learning Objectives

# What is Burnout?

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# World Health Organization

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WHO defines burnout as a **“syndrome conceptualized as resulting from chronic workplace stress that has not been successfully managed”** and describes three dimensions of employee burnout.

1. Feelings of energy depletion or exhaustion
2. Increased mental distance from one’s job, or feelings of negativism or cynicism related to one’s job
3. Reduced professional efficacy

# Burnout is a SYMPTOM

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There is little doubt that employee burnout is a symptom of modern workplaces that are increasingly **fast-paced, complex, and demanding**.

- What does your workplace/workspace feel like?
- How complex and demanding is your job?
- What time commitments are required of you? Your team?



At work, many employees feel **overwhelmed by competing demands and conflicting expectations**.

- How often do you survey your teams' wellbeing?
- How many projects are ongoing at any given time?
- What expectations have been identified and agreed to?



And **technology** — especially mobile technology — has **blurred the lines between home life and work/school life**.

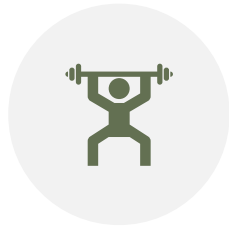
- How often is technology updated? How are you [your team] trained on new technology?
- When are employees required to be “at work”; is that requirement fair, reasonable, and communicated? How do you monitor and hold teammates accountable?

# Pre-Burnout Symptoms

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EMOTIONAL



PHYSICAL



PHYSIOLOGICAL



INTELLECTUAL

*Identify symptoms unique to you/your team in each of the above categories:*

# Root Causes of Burnout

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- A. Unfair Treatment at Work
- B. Unmanageable Workload
- C. Unclear Communication from Managers
- D. Lack of Manager Support
- E. Unreasonable Time Pressure

# Root Causes of “Overwhelm”

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- A. Unfair Treatment at Home/School
- B. Unmanageable Workload at Home/School
- C. Unclear Communication from Family/Friends
- D. Lack of Family/Friend Support
- E. Unreasonable Time Pressures



# How Does Burnout Affect...

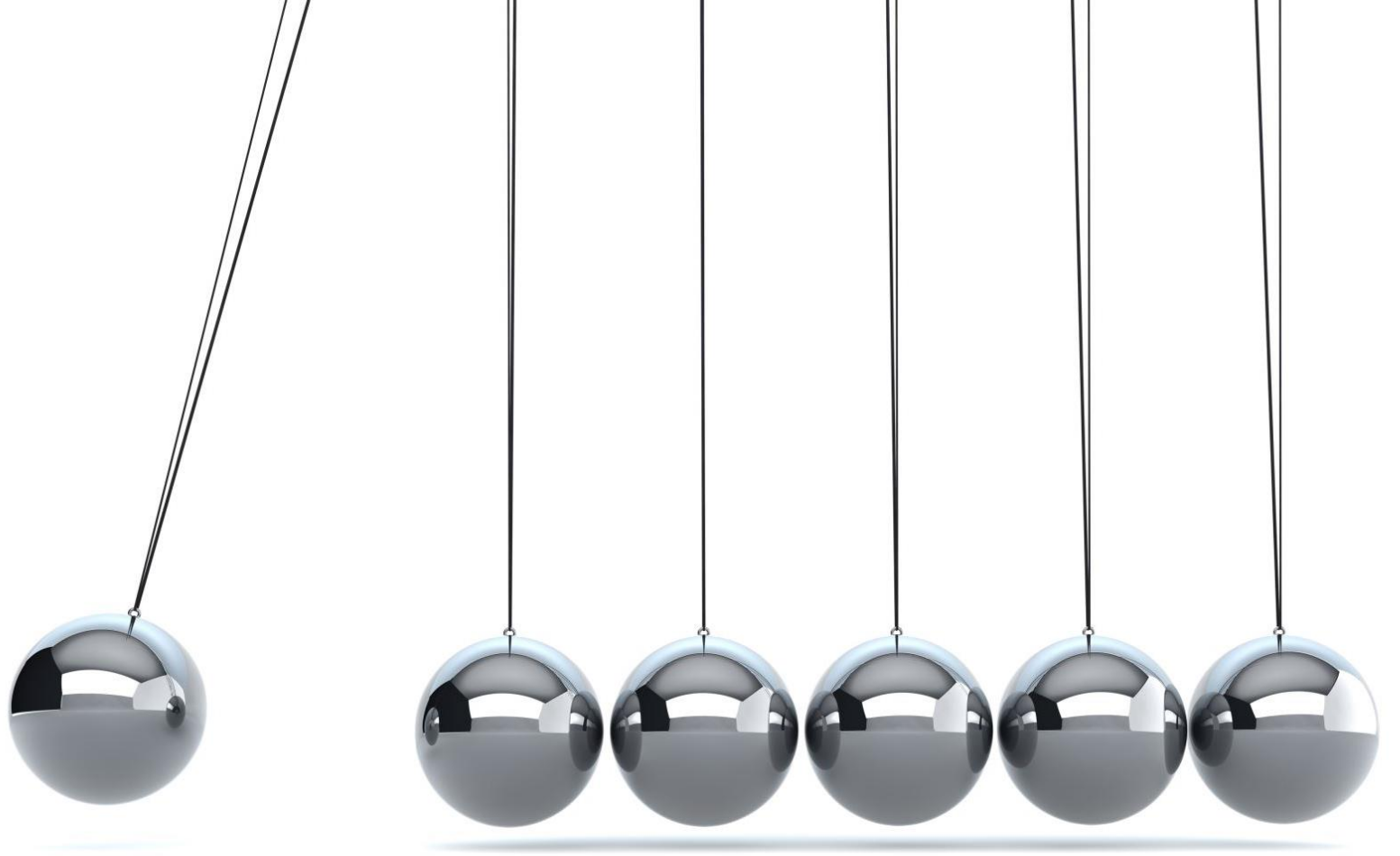
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You:

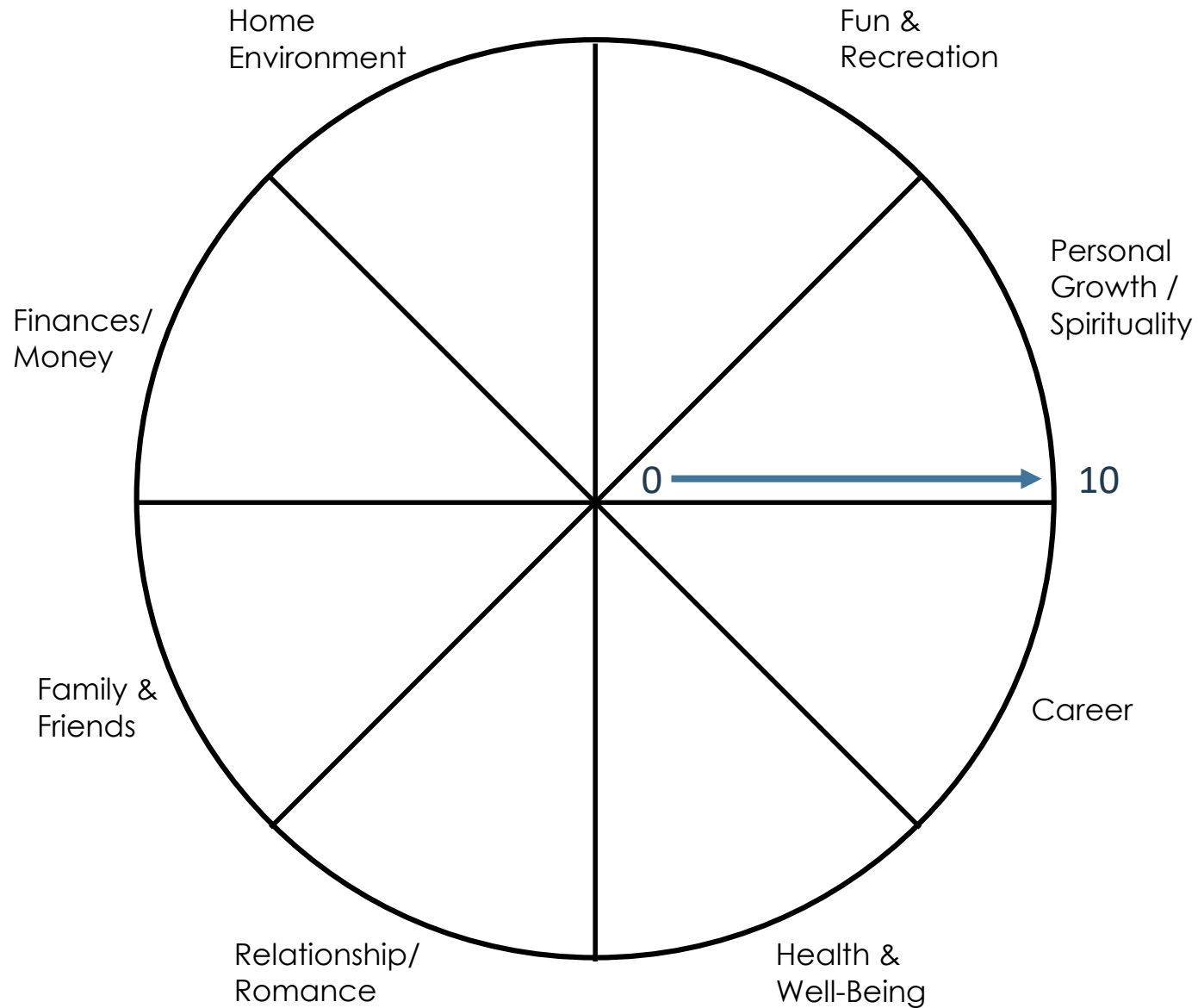
Family:

Friends:

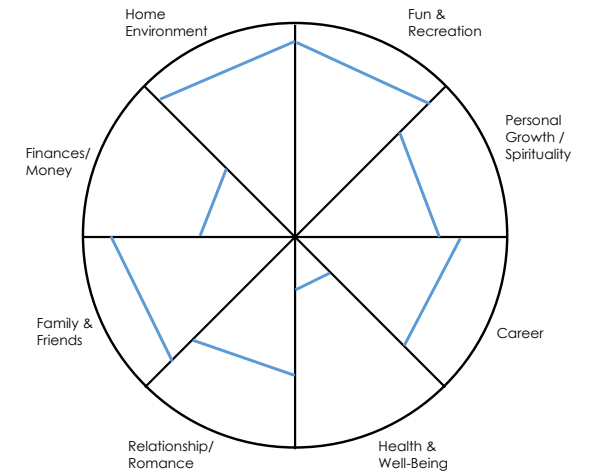
Colleagues:



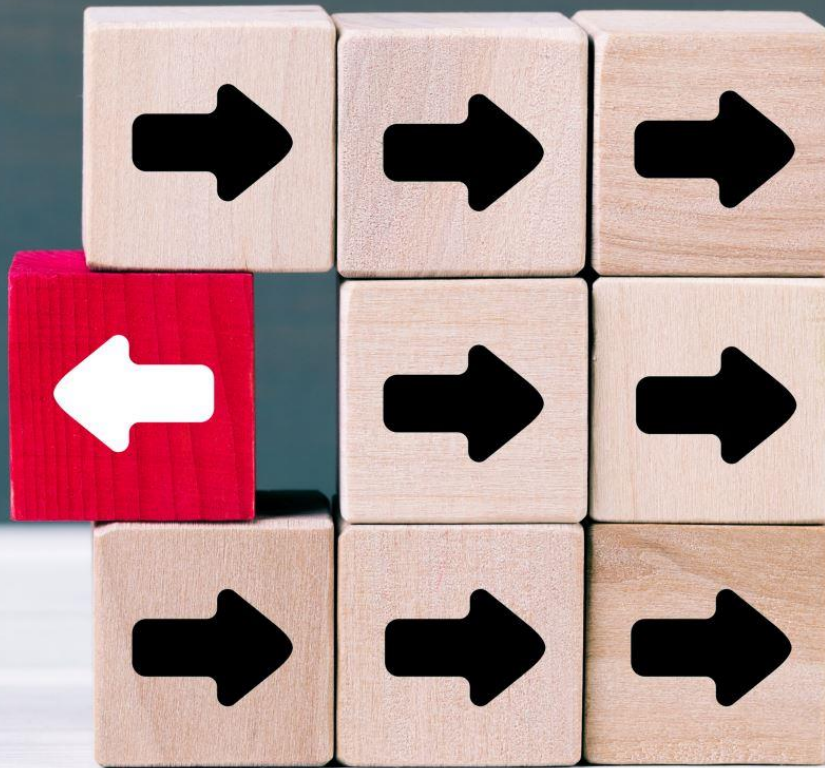
# Wheel of Life



## Example:



**“What changes do I want to make to increase my satisfaction?”**



# Change. It's Inevitable

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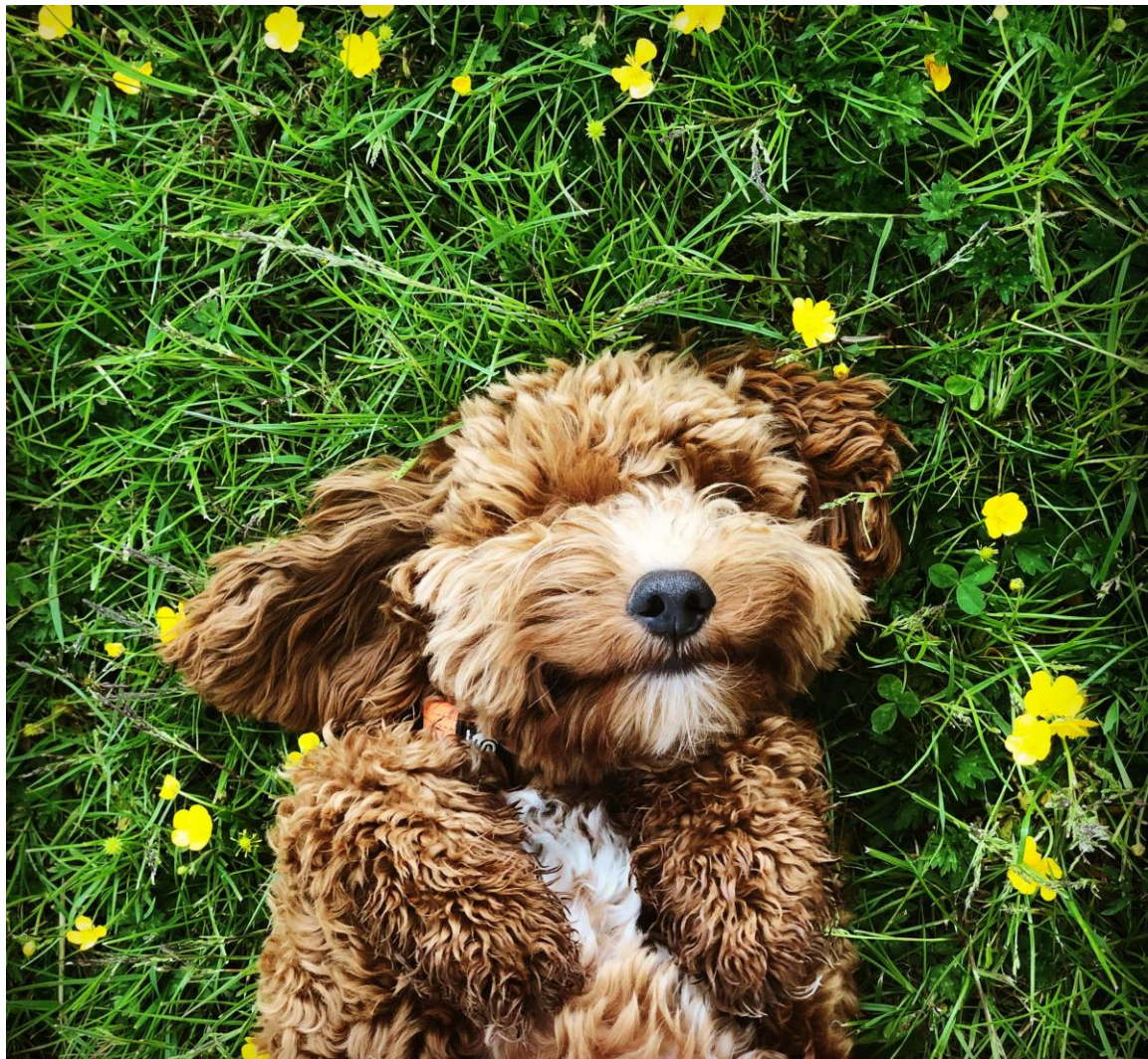
STRATEGIES AND NEXT STEPS



# Strategies

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What are some ways **you** can address those “pre-burnout” symptoms?



# Wellbeing

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On a scale of 1-5, where 5 means things are GREAT, rate each of these areas of wellbeing.

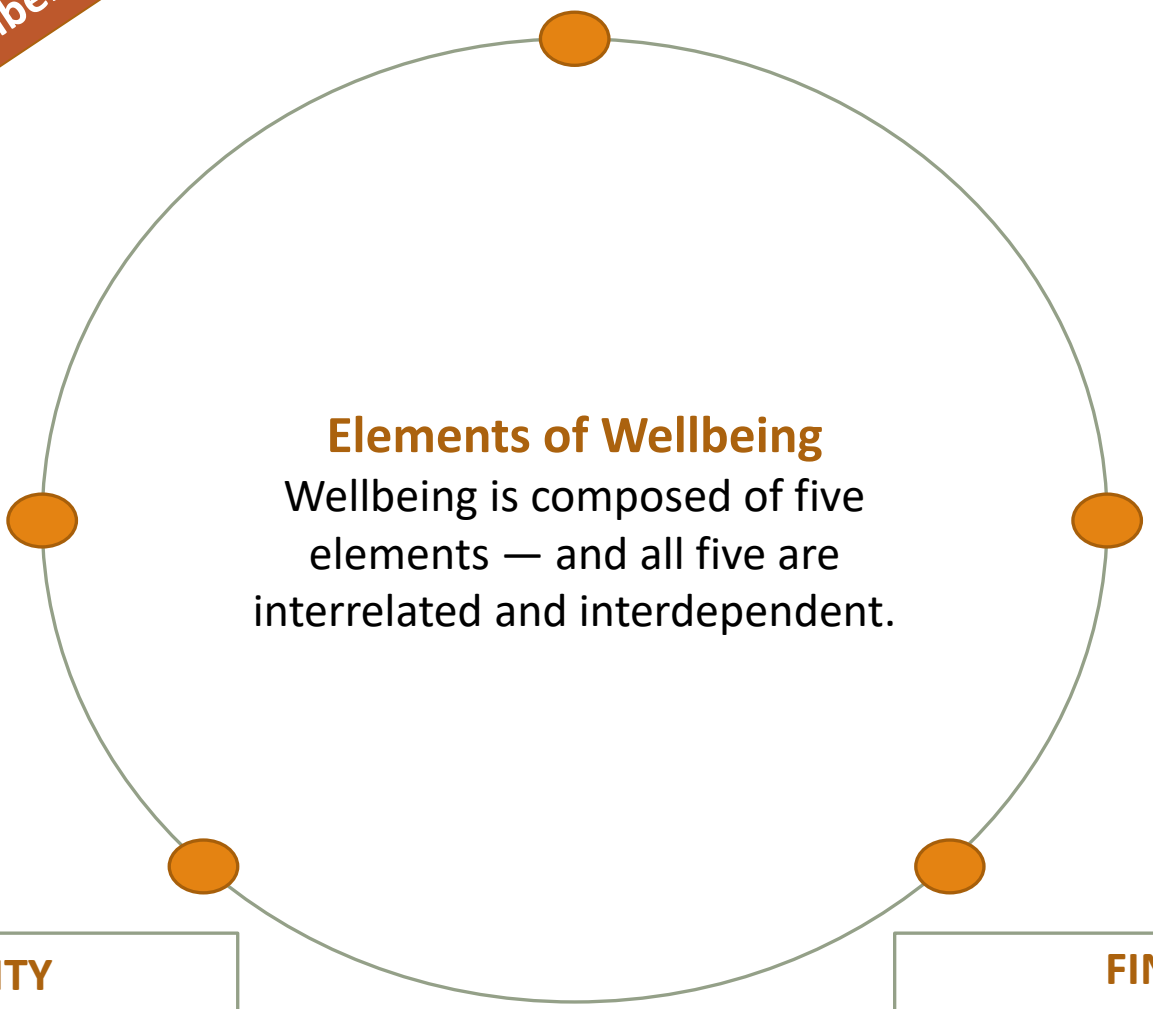
**CAREER**  
Liking what you do each day and being motivated to achieve your goals

**SOCIAL**  
Having supportive relationships and love in your life

**FINANCIAL**  
Managing your economic life to reduce stress and increase security

**COMMUNITY**  
Liking where you live, feeling safe, and having pride in your community

**PHYSICAL**  
Having good health and enough energy to get things done daily






# Turn Your Team From Burned Out to Built Up

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Managers can foster positive, burnout-mitigating employee experiences by ensuring that employees feel supported.

- Listen to work-related problems.
- Encourage teamwork.
- Make everyone's opinion count.
- Make work purposeful.
- Focus on strengths-based feedback and development.



Most people do not listen with the intent to understand; they listen with the intent to reply.

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Rate how well you listen.  
Three stars equates to excellent (active) listening.





# Negative Mindset

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How often do you ask “What If...” questions to overcome negative thoughts of change?

What if you *let go* of the past and *looked forward* to the future?

It’s the only way to accept change and embrace new **ideas**, **mindsets**, and **behaviors**.

*What can you do today to adjust your mindset? What actions can you take immediately? Who can help hold you accountable?*



# Setting Boundaries

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- Define
- Communicate
- Stay Simple
- Set Consequences

# Setting Boundaries Help You:

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- Define your Identify
- Protect Yourself from Violators
- Bring Order
- Promote Yourself
- Protect Yourself from the Control of Others
- Preserve Your Purpose and Mission
- Protect Your Finest Personal Assets
- Satisfy Your Need for Self-Confirmation



# Boundaries

*UNLIKE HORSESHOES, BOUNDARIES ARE TYPICALLY NON-NEGOTIABLE*



# May I Make a Request?

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THE HOW, WHY, AND STEPS TO A  
SUCCESSFUL EXCHANGE THAT  
OUTLINES BOUNDARIES,  
EXPECTATIONS, AND DELIVERABLES.

# Guess What?

You get what you TOLERATE;  
not what you EXPECT.

*Consider a time when you expected something and was disappointed when your expectation was unmet. How did you feel? How did you communicate your disappointment (i.e., **did** you express your disappointment)?*



# Effective – and Influential – Requests



Committed Speaker



Committed Listener



Future Action and  
Conditions of  
Satisfaction



Timeframe



Context



Mood



# Context

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- Informs the Listener
- Provides history, background, or other pertinent information
- Encourages greater perspective
- Provides a better understanding of the bigger picture



# Effective Requests Checklist

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- You are a **Committed Speaker**.
- You have a **Committed Listener**.
- You both agreed to a **Future Action**.
- You both agreed to the **Conditions of Satisfaction**.
- You've identified the **Timeframe**.
- The **Context** has been communicated and understood.
- Both the Speaker and the Listener are in the right **Frame of Mind** to engage in conversation.

## Valid Responses

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Yes



No



Commit-to-Commit



Counter-Offer

## Commitment

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- ✓ Sustains a Culture of Accountability
- ✓ Drives Excellence
- ✓ Executes the Strategy
- ✓ Meets Deliverables


## Making Responsible Complaints

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Hmmm... a promise is made, it's not kept, the deadline comes and goes, and nobody does anything.

You get what you tolerate.

We teach people how to treat us.



The End.

- Talk to the Person
- Express Emotion
- Ask
- Determine Next Steps




# Personal Action Plan

Be not afraid of  
going slowly;  
be afraid only  
of standing still.


*Consider: What are you fearful of? Have you found yourself “standing still”? Burnout and Overwhelm can be overcome – but you must take the first step. **What is your First Step?***



# PROBLEM-SOLVING for PERSONAL ACCOUNTABILITY


1  Identify the Situation

4  Do I Own the Problem?

2  What am I Doing / Not Doing?

5  What are the Barriers?

3  What Will I Do Differently?

6  What Support Will I Need?

# Personal Accountability Worksheet

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Identify the Situation:

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What am I [not] doing?

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What will I do differently?

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Do I own the problem?

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What are the barriers (to success)?

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What support do I need?

Care	Care for Yourself: Put on your oxygen mask first!
Get	Get Rebalanced: Live life holistically through good and bad times.
Repair	Repair Your Schedule: Intentionality is Key.
Meet	Meet with Peers: Physical isolation leads to depression, which can ultimately lead to burnout.

# Prioritizing Strategies



# Some Great Ideas

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- ✓ **Maintain your morning routine.** Not going into an office doesn't mean skipping those things that had previously set you up for success. Wake at the same time and continue the routine that works for you.
- ✓ **Repurpose commute time for self-care.** In 2019, the average American commute was almost 27 minutes each way, according to the Census Bureau. Don't let this reclaimed time go to waste. If reading, meditating, journaling, or practicing yoga aren't currently part of your routine, now is a great time to try them out.
- ✓ **Dress for success.** Just because you can get away with wearing your PJs doesn't mean you should. You may still be interfacing with colleagues, partners, or customers via video. Plus, dressing comfortably yet professionally helps get you in the right mindset to stay productive.
- ✓ **Focus on nutrition.** Maintain focus and energy by avoiding foods with sugars, artificial ingredients, or empty calories. Need a few suggestions? Healthier bars, baked chips, jerky, granola, trail mix, and healthy sweets may help to keep you properly fueled throughout your remote workdays.
- ✓ **Have a dedicated workspace.** Find an environment that fosters productivity. It should be quiet, comfortable, and free of distractions - and away from where you usually eat or relax.
- ✓ **Take time to go outside.** Taking breaks is great for your focus and well-being. Recharge by walking around the block or stepping outside on a patio or balcony.
- ✓ **Conduct video walking meetings.** If possible, attend your meetings through your smartphone and walk around outside during that time. This accomplishes a few things: 1) it gets you moving, 2) it helps encourage curiosity and creativity, and 3) it sets an example for others that meetings don't have to be done sitting down. Have someone take minutes while the rest of the team walks and then switch it up during the next meeting – volunteer someone else to take minutes!

# Additional Idea: SLEEP!

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- 1. Yes, take that nap.** Consider incorporating 20 minutes of rest each day so you can come back to work afterwards refreshed. 34% of U.S. companies allow naps during breaks, according to the National Sleep Foundation, so you have permission.
- 2. Give yourself a buffer between work and sleep.** Researchers suggest leaving about 30 minutes between reading your last email and getting in bed. Being able to disconnect is critically important for maintaining your wellbeing.
- 3. Create a routine.** Your brain is highly tuned to pattern recognition. Creating a reliable and structured routine around bedtime helps your brain establish a pattern around sleep.



Don't be your own Bully.  
Show self-compassion and self-love.

# My Personal Action Plan

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Today, I Commit To:

1.

2.

3.



# Thank you!

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