

A woman is shown in silhouette, looking towards the right. Her hair is pulled up into a bun. In the background, a bright sunset or sunrise is visible. Two hands are raised, framing the sun and forming a heart shape. The overall mood is serene and hopeful.

JM
JOYCE MARTER

Preventing Burnout for Helping Professionals

Handouts

Presentation Slides
Resourceful Links
Additional Information

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Objectives

- Learn how to distinguish stress & burnout
- Assess for burnout
- Identify tools and techniques to prevent or address burnout
- Develop an action plan for yourself and/or your workplace



Signs & Symptoms of Stress

- Physical
- Emotional
- Cognitive
- Relational



Internal Sources of Stress

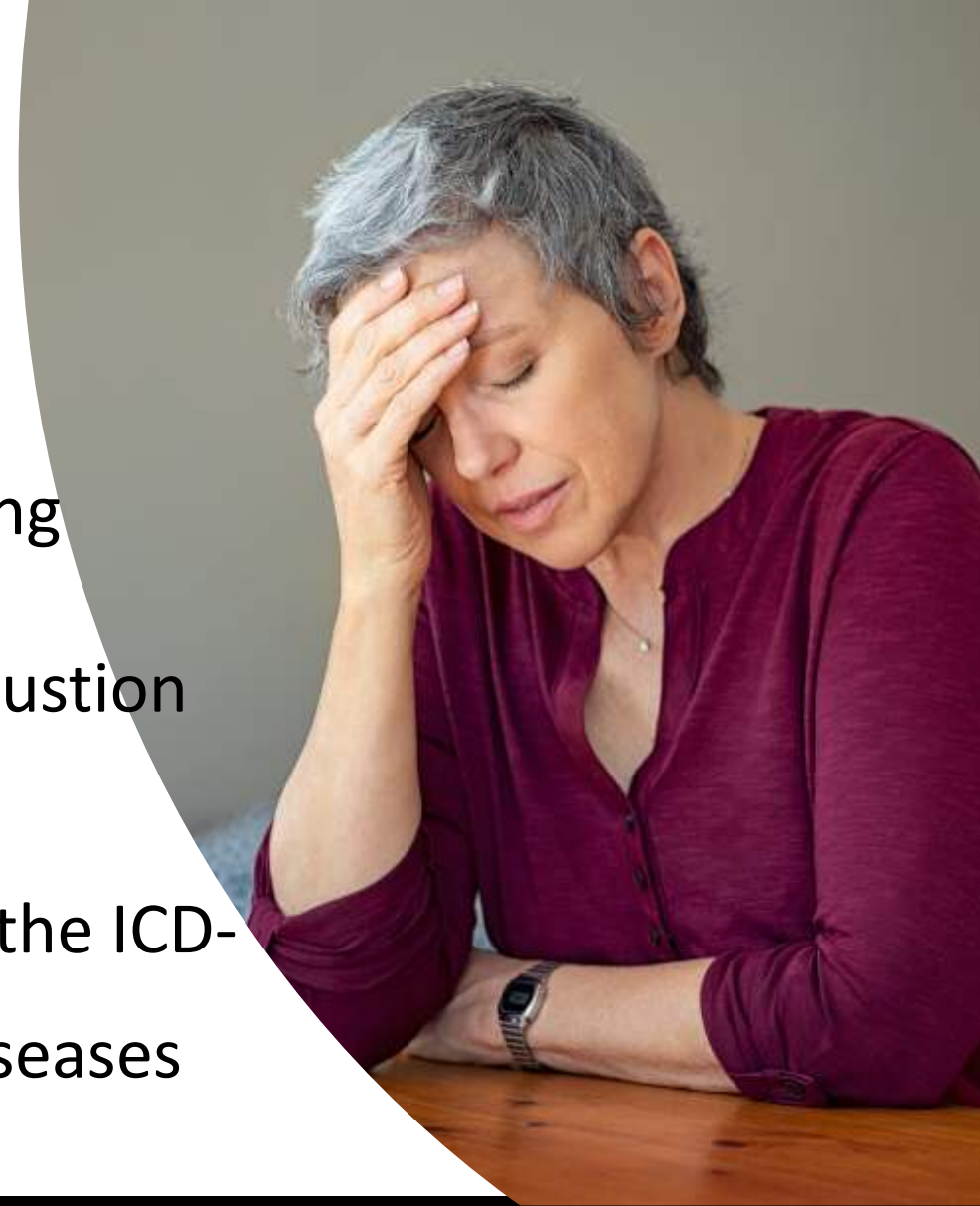
- Unrealistic expectations
- Negative attitudes and feelings
- Self-sabotaging behaviors
- Poor self-care habits



What is Stress?

What is Burnout?

- Stress is the body's physical and psychological response to anything perceived as overwhelming
- Burnout is a state of emotional & physical exhaustion caused by excessive & prolonged stress
- "Burnout" is now recognized as a syndrome in the ICD-11, which is shorthand for the World Health Organization's International Classification of Diseases



Signs and Symptoms of Burnout

Feelings of:

- Powerlessness
- Hopelessness
- Detachment
- Isolation
- Irritability
- Frustration
- Failure
- Despair
- Cynicism
- Apathy
- Emotional exhaustion
- Dread about work

Decrease in:

- Self-esteem
- Concentration
- Memory

Increase in:

- Errors
- Absenteeism
- Hypochondria
- Sleep disruption

Signs and Symptoms of Burnout

What are common causes of stress & burnout
for helping professionals?

Burnout Test

[Psychology Today Burnout Test for Service Fields](#)





Control what you can, let go of the rest

- What you can control:

- Your own thoughts
- Your own emotions
- Your own behaviors
- Your own choices

- What you can't control:

- Other people's thoughts
- Other people's emotions
- Other people's behaviors
- Other people's choices
- Outcome
- COVID-19
- What else?

Acceptance

“If you don’t like something, change it.
If you can’t change it, change your attitude.”

- Maya Angelou





**Anticipate the difficult by
managing the easy.**

Lao Tzu



Zoom Fatigue Prevention Tips

- Set boundaries with clients about distractions
- Use nature as a Zoom antidote
- Practice mini-mindfulness & self-practices between sessions
- Schedule breaks
- Diversify work
 - Have fun with the new medium



Zoom Fatigue Prevention Tips

- Control your environment
 - Change it up
- Increase your comfort
 - Self-care during sessions
- Hide your video
- Try standing sessions
- Have an unplugged day each week
- Schedule clients with intention



Burnout Prevention Tips

- Prioritize your mental health & wellbeing
- Create structure to your day that includes
 - Practicing Self-care
 - Accessing Support
- Take time for mindfulness practices



Overview of Mindfulness

- Maintain a moment-by-moment awareness of our thoughts, feelings, bodily sensations, and surrounding environment
- Pay attention to our thoughts and feelings without judging them
- Sense in the present moment
- Can be practiced anywhere, anytime

Source: <http://greatergood.berkeley.edu/topic/mindfulness/definition>



Benefits of Mindfulness

- Enhances relationships
- Improves job performance
- Reduces chronic pain
- Increases focus and attention, and improves decision-making skills
- Improves creativity, memory, and cognitive flexibility
- Improves mood, empathy, and overall quality of life
- Boosts immune system

Source: Glomb, T. M, Duffy, M. K, Bono, J. E., & Yang, T. (2012). Mindfulness at work. *Research in Personnel and Human Resource Management*, 30, 115-157.

Int J Yoga. 2015 Jul-Dec; 8(2): 128–133. Effectiveness of mindfulness meditation on pain and quality of life of patients with chronic low back pain



Benefits of Mindfulness, cont.

- Decreases anxiety, stress, depression, tiredness, and irritability
- Increases emotional intelligence
- Encourages healthier eating habits
- Improves heart and circulatory health
- Aids in recovery from substance use
- Improves sleep
- Increases financial well-being



Source: <http://www.mindwork.co/what-is-workplace-mindfulness/the-research-on-mindfulness>, <https://www.helpguide.org/harvard/benefits-of-mindfulness.htm>,
http://www.mindfulnet.org/Building-the-Case-for-mindfulness-in-the-workplace_v1.1_Oct16_Full_doc.pdf

Strategies for Increasing Mindfulness

- Progressive muscle relaxation
- Unplugging from technology
- Listening & using your senses
- Mindful eating & spending
- Yoga
- Breathing
- Body scan
- Positive mantra
- Connection to nature
- Meditation
- Morning routine



The disease of being busy & multi-tasking

- Hampers Creativity
- Drains Energy
- Reduces Wellbeing
- Reduces Efficiency
- Kills Prioritization
- Decreases Quality
- Shrinks Brain

Taken from Stafd University “Cognitive Control in Media Multi-Taskers” Study



Mindful Workplace Exercises

- Start your day with a mindful moment and plan for mindful breaks
- Slow down to increase your productivity
- Switch off distractions
- Be a single-tasker
- Pay attention to your coworkers

Source: <https://hbr.org/2016/03/how-to-practice-mindfulness-throughout-your-work-day>, <http://www.mindful.org/10-ways-mindful-work/>



Practice Gratitude

“He is a wise man who does not grieve for the things which he has not, but rejoices for those which he has.”

- Epictetus



Mindfulness & Emotional Intelligence

- Know your emotions
- Manage your emotions
- Motivate yourself
- Recognize & understand the other people's emotions
- Manage relationships (manage the emotions of others)

Adapted from Daniel Goleman's book "Emotional Intelligence"



High EQ

- Low insecurity
- High openness
- Assertive
- Self-aware
- Inclusive
- Respectful
- Takes responsibility for actions
- Sets good boundaries
 - www.cloudtownsend.com



Detach with Love

- Detachment doesn't mean you don't care, aren't connected or are in denial
- Detachment is a mindfulness practice that involves:
 - Healthy separation
 - Not attaching your wellbeing to others
 - Not trying to control others
 - Not getting hooked
 - Not becoming defensive
- Lifeguard analogy



Detach From:

- Your own negative emotions like fear, anxiety, anger and sadness
- The negative emotions of others
- Expectations
- Outcome (embrace uncertainty)
 - Non-attachment
 - Openness, spontaneity, freedom



Detachment Strategies

- Zoom out
- Movie screen
- Visualization of protective barrier
- Unhook
 - Drop your end of the rope
 - Do the next right thing



Embrace Impermanence, Chaos & Uncertainty

“IN THE MIDST OF
CHAOS,
THERE IS ALSO
OPPORTUNITY.”
- SUN TZU



Lao Tzu:

If you realize that all
things change,
there is nothing you will
try to hold on to.

Power of Mantra,

“I am flexible and bendable, like a reed
in the wind.”



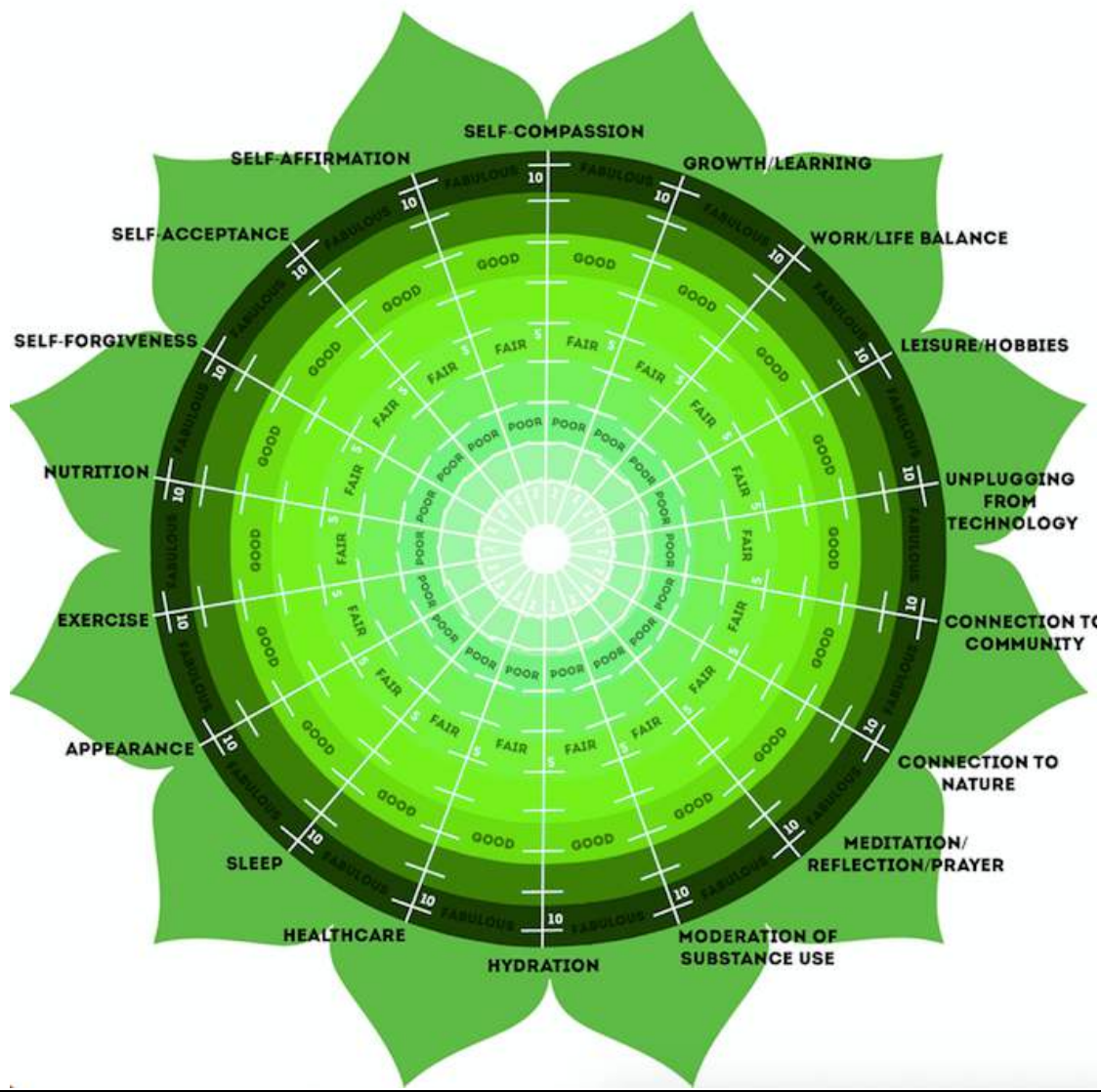


You must *care* enough
about yourself to
welcome the life that
you *deserve*.

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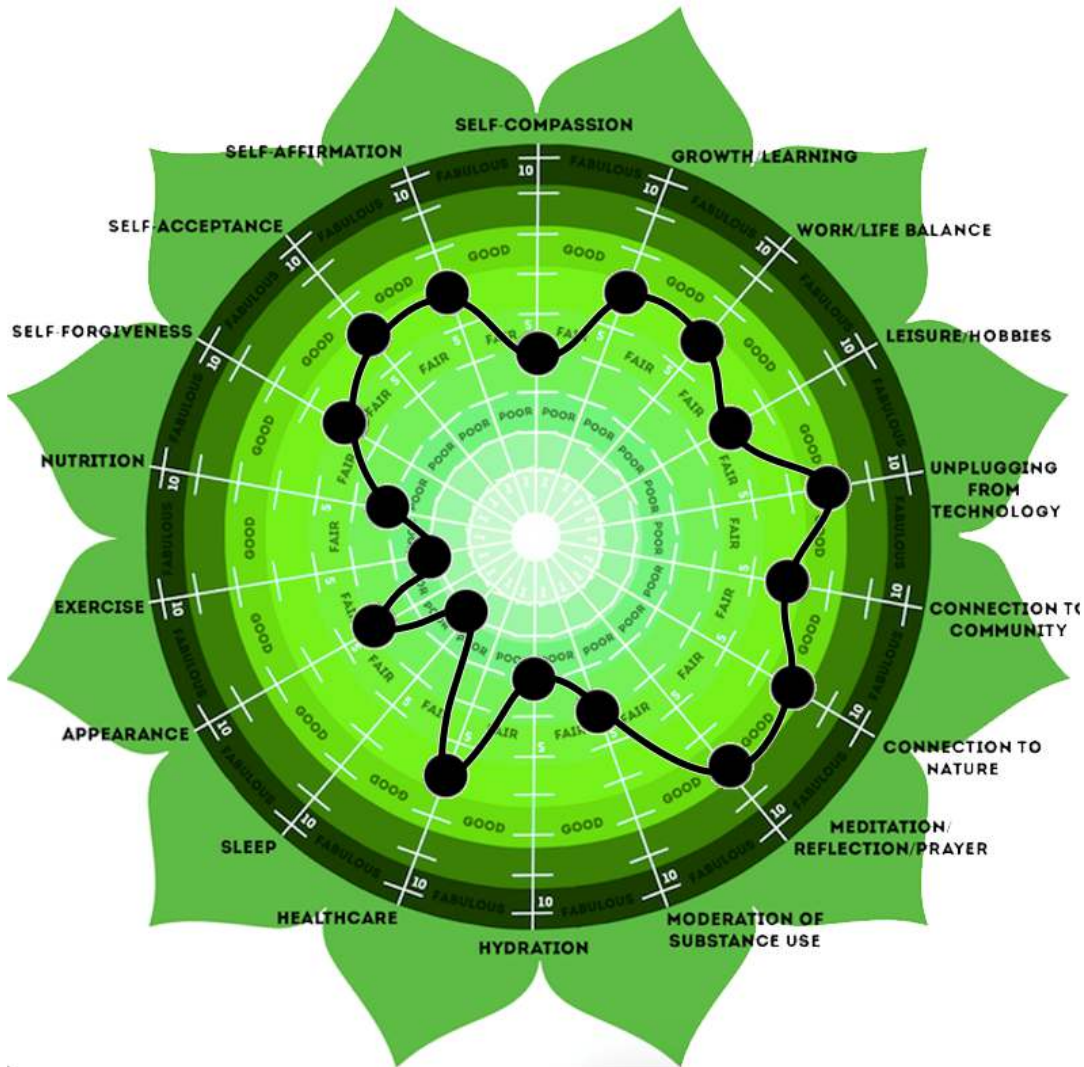
1-3 POOR, 4-6 FAIR, 7-8 GOOD, 9-10 FABULOUS



Self Love Wheel

TEXT KEYS TO
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1-3 POOR, 4-6 FAIR, 7-8 GOOD, 9-10 FABULOUS



Self Love Wheel

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Support

"All of us, at some time or other, need help. Whether we're giving or receiving help, each one of us has something valuable to bring to this world. That's one of the things that connects us as neighbors--in our own way, each one of us is a giver and a receiver."

~Mr. Fred Rogers

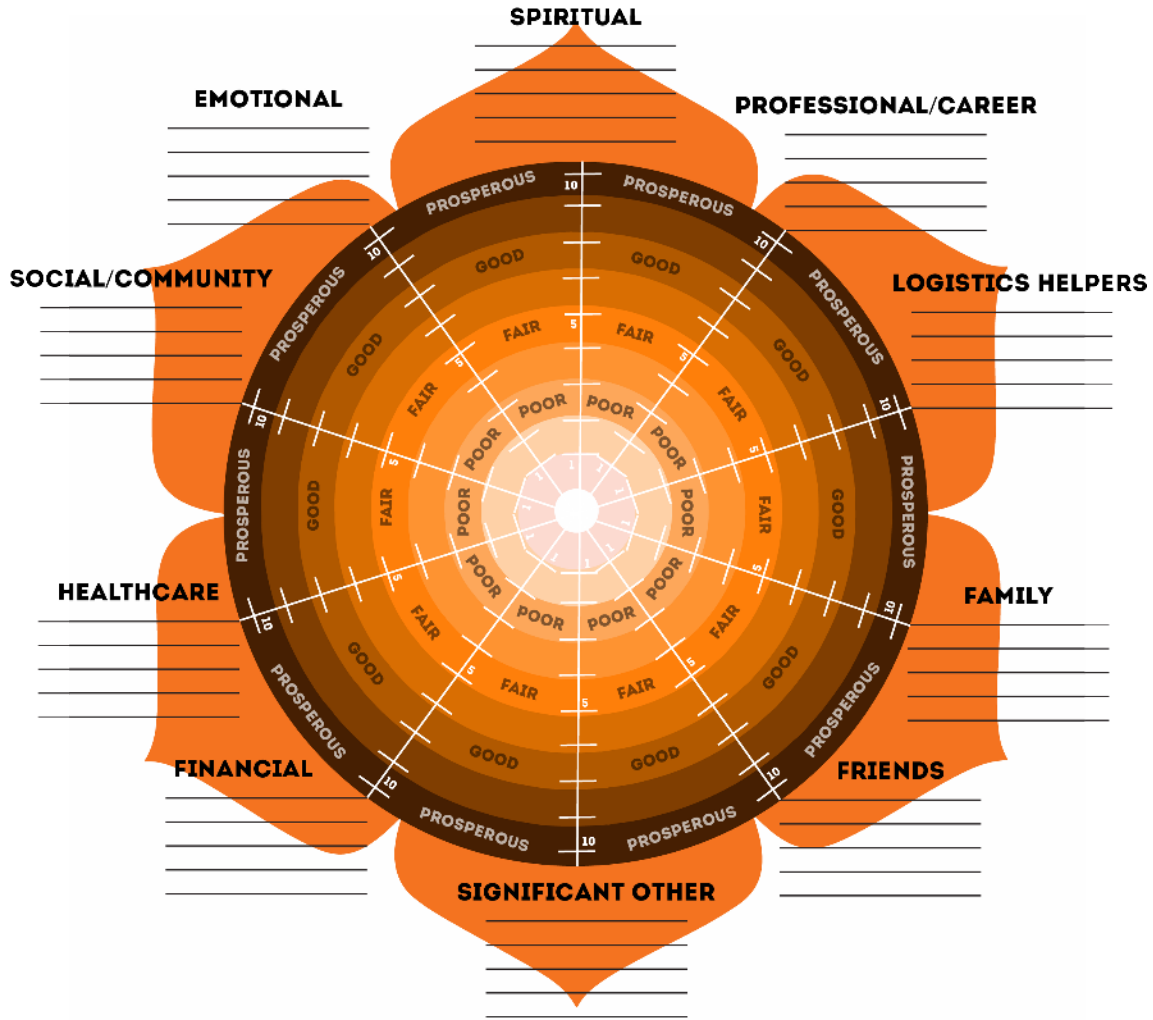


Barriers to Accessing Support

- Fear (difficulty trusting)
- Pride
- Shame or stigma
- Guilt
- Fear of imposition
- Low self-esteem, not feeling deserving
- Learned helplessness
- Hopelessness
- Loss of power and control (ego)
- Loss of credit (ego)
- Early life messages
- Expense
- Introversion or shyness



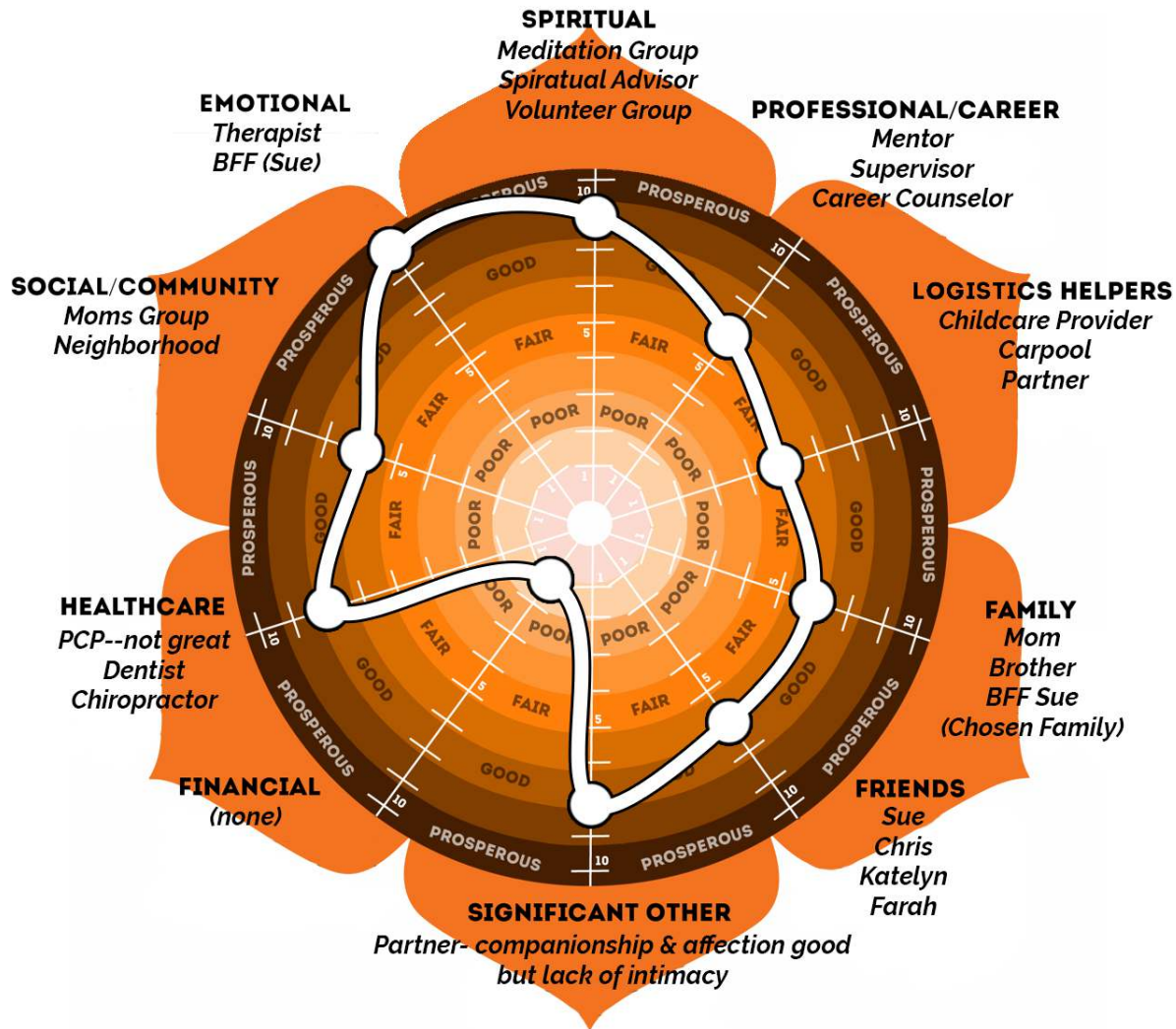
1-3 POOR, 4-6 FAIR, 7-8 GOOD, 9-10 PROSPEROUS



Support Wheel

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1-3 POOR, 4-6 FAIR, 7-8 GOOD, 9-10 PROSPEROUS



Support Wheel

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“I choose relationships that lift me up and support me.”



Access Support

- Avoid isolating with your feelings
- Connect with loved ones
- Ask for what you need
- Participate in online communities
- Utilize teletherapy



Steps to Wellness

- Acknowledge if you are in stressed or burnt out
- Honor your emotions (no blame or shame)
- Create and implement a holistic plan to recover
- Infuse yourself with self-care
- Access support

We are in this together!



What are you going to do now?

KEEP (doing)	START (doing)	STOP (doing)

Resources

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Thank
You!



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