

# Preventing Burnout for Helping Professionals



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# Resources & Handouts

# Poll Question: Workplace Setting

**In which type(s) of setting(s) do you work? (Multiple choice)**

- a) Private Practice
- b) Agency
- c) Hospital
- d) School/University
- e) Treatment Program
- f) Other



# Stressors of the Pandemic

- Concerns for health & safety of self & loved ones
- Adjustments to working remotely and differently for essential workers
- Sheltering in place with loved ones
- Loneliness and isolation
- Dependent care—new demands such as homeschooling





# Stressors of COVID-19

- Less social support
- Financial fears & stress—unemployment
- Racial injustice issues coming to the forefront
- Political divide and unrest
- Challenges managing uncertainty and change
- Reentry



# Reintegration Challenges

- Continued transition & uncertainty
- Health anxiety
- Social anxiety
- Dependent care coverage
- Financial stress (helping loved ones)
- Workload



# Poll Question: Stressors

**Which have been the greatest stressors for you during the pandemic? (Multiple choice)**

- a) Concerns for health and safety of self & others
- b) Lack of social support/isolation
- c) Relationship conflict
- d) Challenges with work-life balance
- e) Dependent care responsibilities
- f) Financial stress
- g) Difficulty managing uncertainty and change
- h) Other





# Signs & Symptoms of Stress

- Physical
- Emotional
- Cognitive
- Relational





# Stress vs Burnout

- Stress is the body's physical and psychological response to anything perceived as overwhelming
- Burnout is a state of emotional and physical exhaustion caused by excessive and prolonged stress



# Symptoms of Burnout

## Feelings of:

- Powerlessness
- Hopelessness
- Detachment
- Isolation
- Irritability
- Frustration
- Failure

## Decrease in:

- Despair
- Cynicism
- Apathy
- Emotional exhaustion
- Self-esteem
- Concentration
- Memory

## Increase in:

- Errors
- Absenteeism
- Physical complaints
- Sleep disruption

# Mental Health Continuum

**In Crisis**

Very anxious  
Very low mod  
Absenteeism  
Exhausted  
Very poor sleep  
Weight loss

**Struggling**

Anxious  
Depressed  
Tired  
Poor performance  
Poor sleep  
Poor appetite

**Surviving**

Worried  
Nervous  
Irritable  
Sad  
Trouble Sleeping  
Distracted  
Withdrawn

**Thriving**

Positive  
Clam  
Performing  
Sleeping Well  
Eating normally  
Normal social  
activity

**Excelling**

Cheerful  
Joyful  
Energetic  
High performance  
Flow  
Fully realizing  
potential

# Signs and Symptoms of Burnout



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

**Joyce Marter**



# Burnout Test

Psychology Today Burnout Test for  
Service Fields



**Joyce Marter**

# Implications of Burnout

- WHO study, 785,000 deaths per year from overwork & burnout
- The Great Resignation
- Self-Employment



**Joyce Marter**

“

Acceptance  
**If you don't like  
something, change  
it. If you can't  
change it, change  
your attitude.**

Maya Angelou

”



# 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?



# Mental Health Tips

- Prioritize your mental health & wellbeing
- Create structure to your day
- Take a break from the news
- 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



# 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: 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



## Presence

**Be as least as interested in what goes on inside you as what happens outside. If you get the inside right, the outside will fall into place.**

ECKHART TOLLE



# Strategies to Increase 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



# Poll Question: Mindfulness

**How often do you meditate or practice mindfulness? (Multiple choice)**

- a) Almost never
- b) Occasionally
- c) Regularly
- d) Daily





# Obstacles to Mindfulness

- Distractions
- Interruptions
- Emotional obstacles (feeling too anxious)
- Doubt (e.g., "This won't work for me.")
- Lack of prioritization & making time for it
- Burnout or overwhelm





# Time Management Strategies

- Prioritize
- Delegate
- Simplify (DEF Scale)
- Postpone what isn't urgent or important
- Let go of perfectionism
- Put limits on screen time
- Eliminate time wasters
- Set time limits
- Morning/evening routine

“

## Positivity

**A man is but the  
product of his  
thoughts...what he  
thinks, he becomes.**

MOHANDAS GANDHI

”



# Keep Your Thinking Positive

- Turn down volume of your inner critic
- Detach from fear
- Avoid catastrophic thinking
- Practice the power of affirmations and mantra



“

## Practice Gratitude

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

EPICTETUS

”





## Detachment

**Feelings are waves of energy which we can choose to surf, rather than allowing them to overcome us.**

ARLENE ENGLANDER



# Detach From:

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



# Detachment Strategies

- Visualization of protective barrier
- Lifeguard analogy
- Unhook from conflict
- Drop your end of the rope
- Do the next right thing
- Zoom out for greater perspective





# Prioritize Your Own Well-Being

- Practice self-care
- Cell phone analogy





# Use Assertive Communication

- Aim midway between Diva & Doormat
- Use “I” Statements
- Be honest, direct, clear, and diplomatic
- Do not triangulate
- Set healthy boundaries
  - [Drs. Cloud & Townsend](#)



# 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 medium



**Joyce Marter**



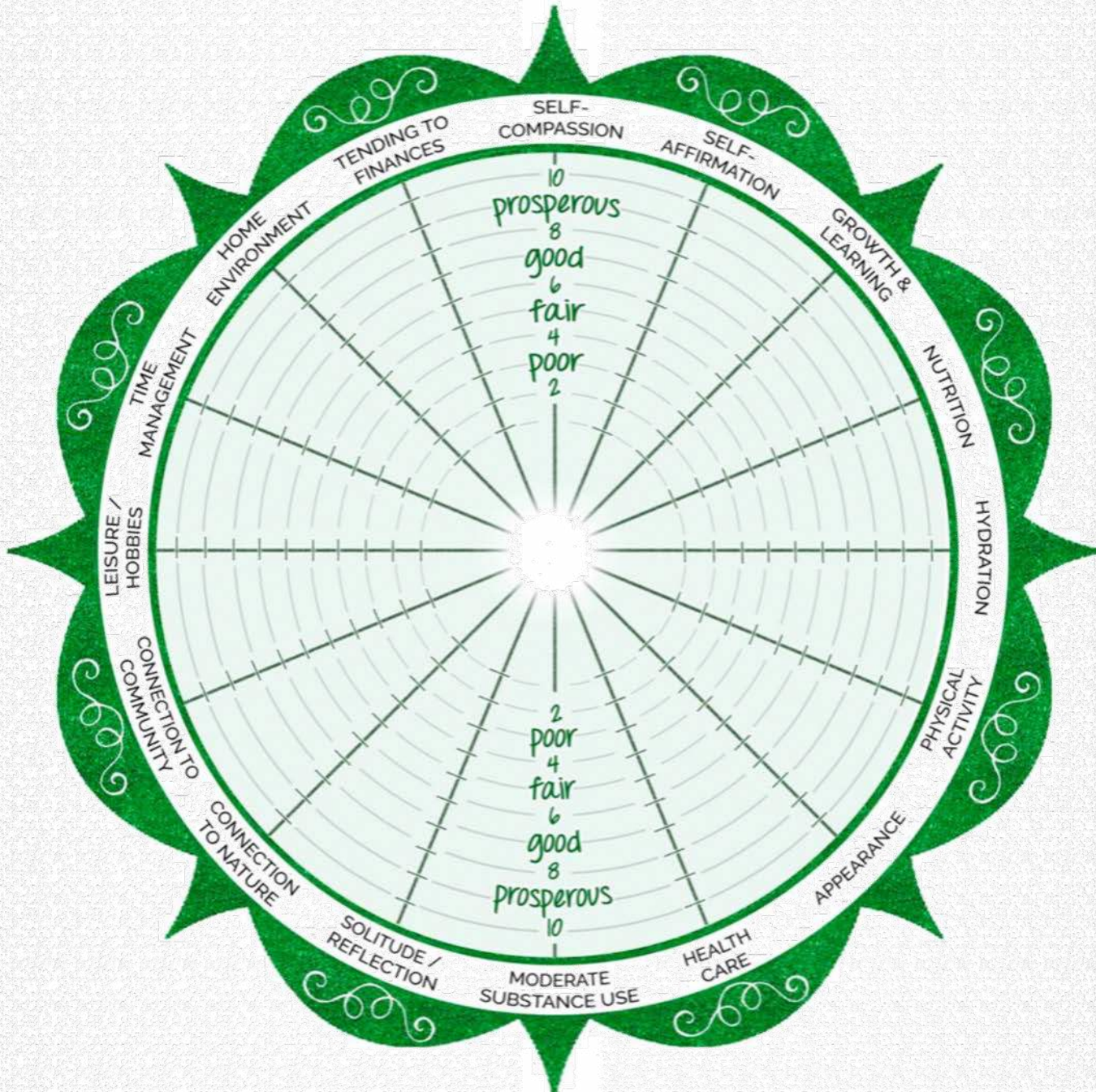
# Zoom Fatigue Prevention Tips

- 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



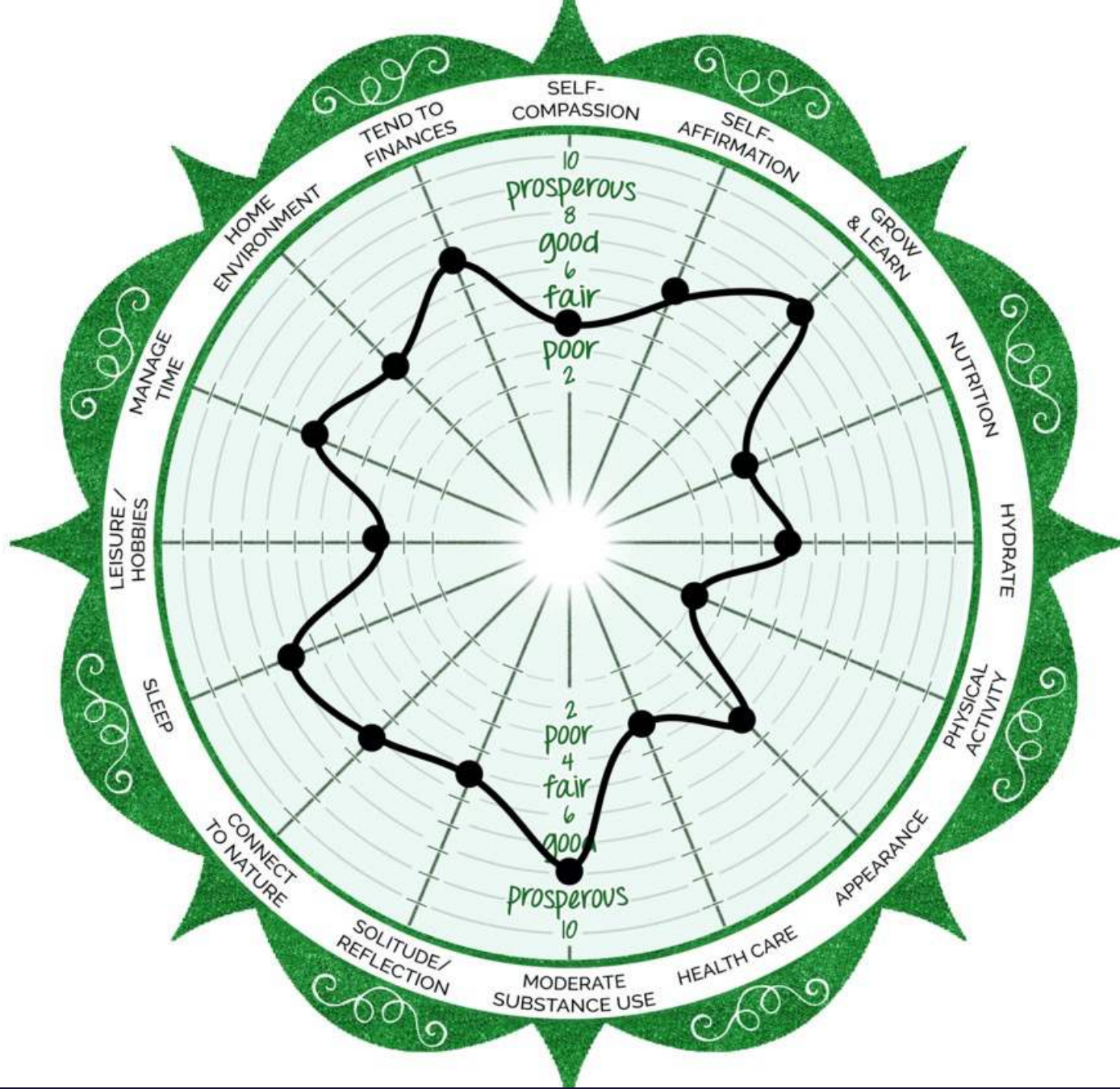
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# Self-Care Wheel





# Sample Completed Self-Care Wheel

# Poll Question: Self-Care

**Which are you going to improve on for better self-care? (Multiple choice)**

- a) Nutrition
- b) Exercise
- c) Sleep
- d) Leisure/hobbies
- e) Self-compassion
- f) Unplugging from technology





“  
Support

**Alone we can do so  
little, together we can  
do so much.**

HELEN KELLER

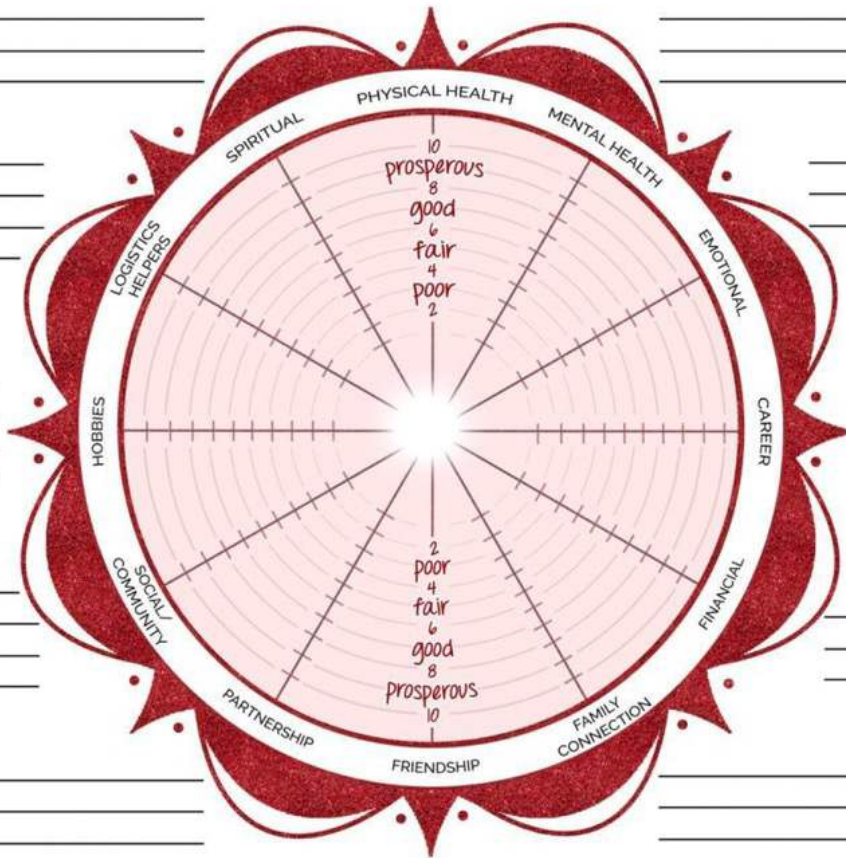
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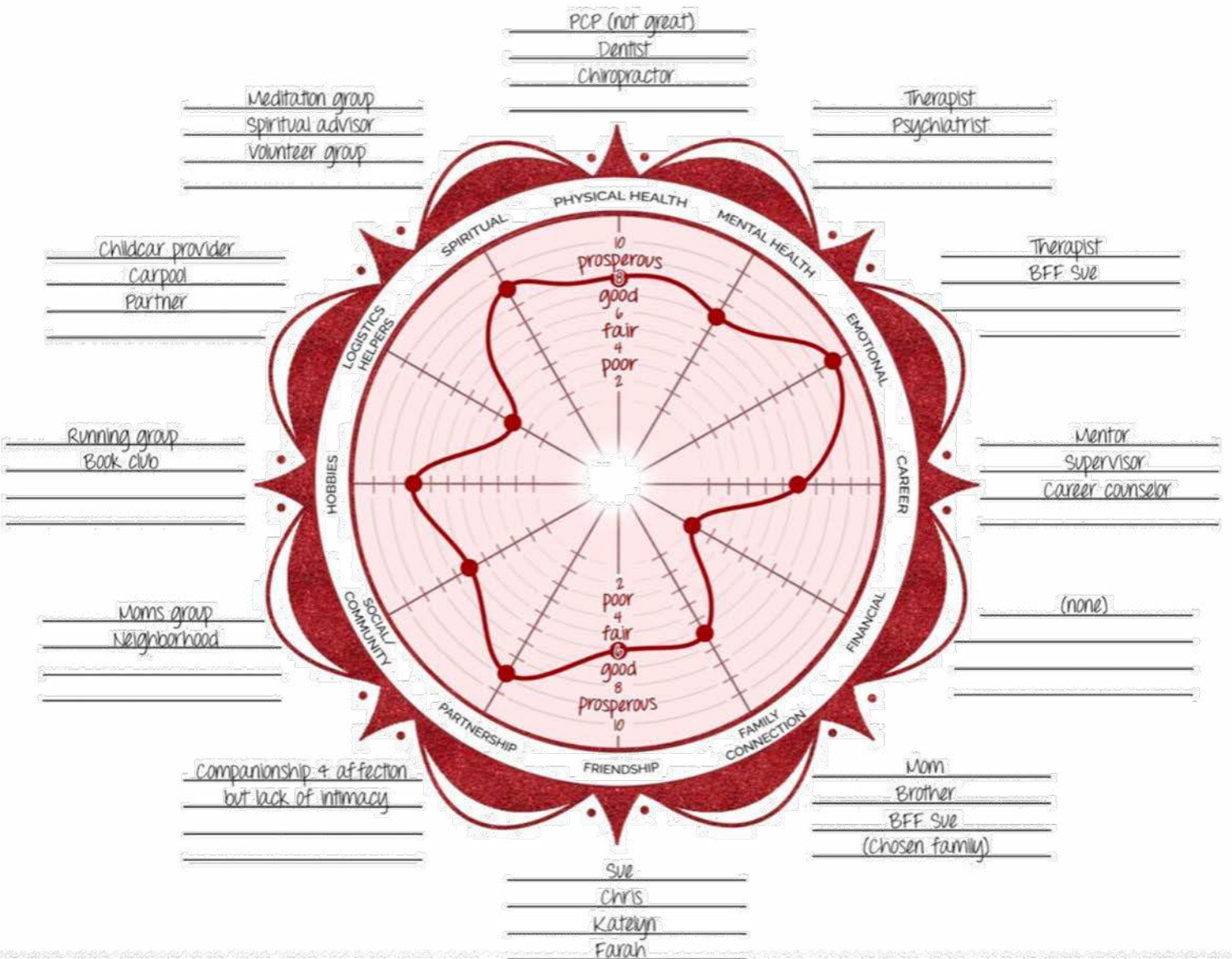
# Barriers to Accessing Support

- 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





# Support Network Wheel



# Sample Support Network Wheel



**"I choose relationships that  
lift me up and support me."**



# Poll Question: Support

**Which type of support could you use more of? (Multiple choice)**

- a) Emotional
- b) Logistical
- c) Professional
- d) Friends
- e) Community
- f) Spiritual

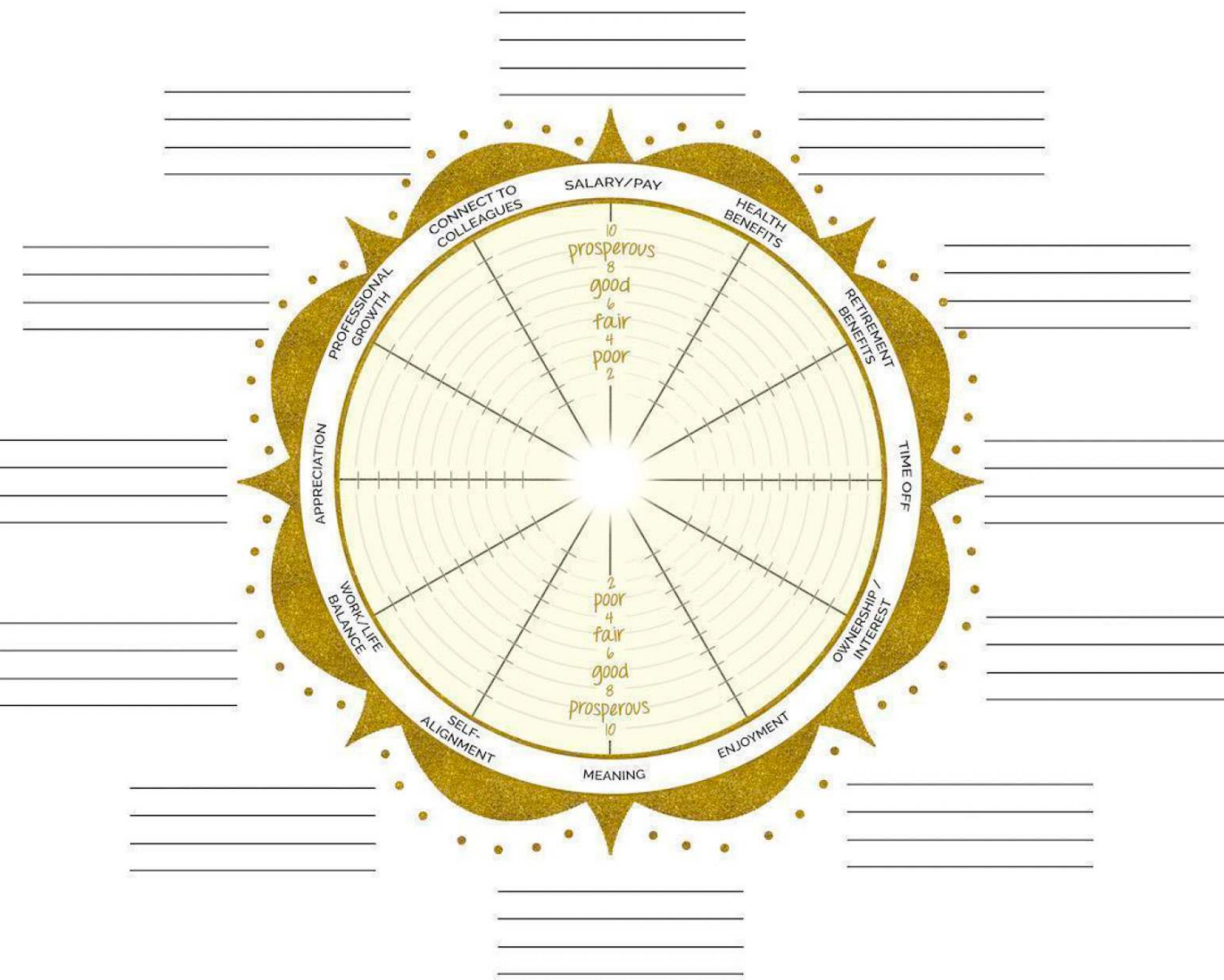




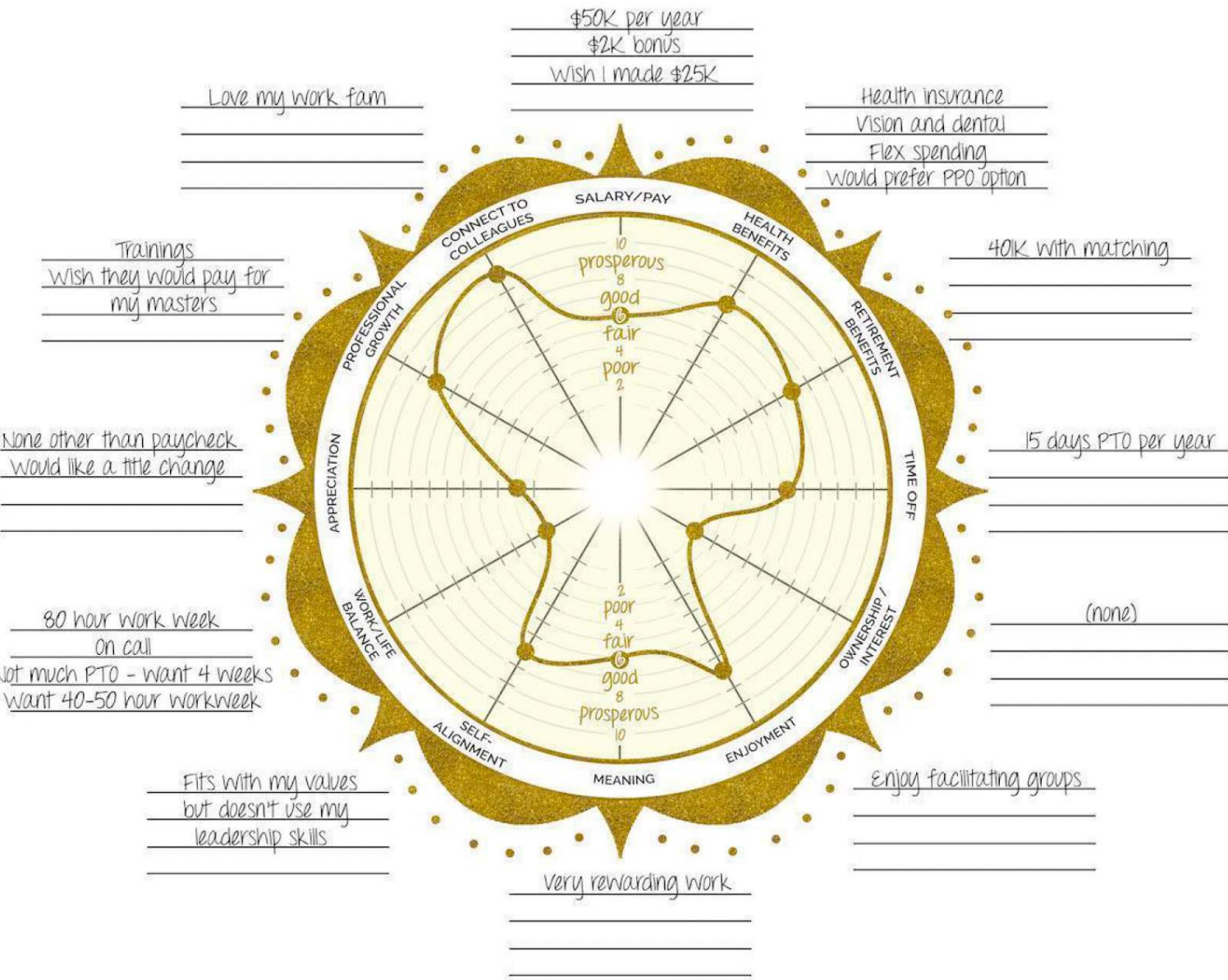
# Access Support

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





# Work Satisfaction Wheel



# Sample Completed Work Satisfaction Wheel



## Resilience

**Life will give you  
whatever experience is  
most helpful for the  
evolution of your  
consciousness.**

EKHART TOLLE









# Key Components to Building Resilience

- Prioritize your mental health & wellbeing
- Seek and give support
- Strive for work/life balance
- Engage fully in life; don't isolate yourself
- Develop a sense of purpose/meaning in life

**We are in this together!**



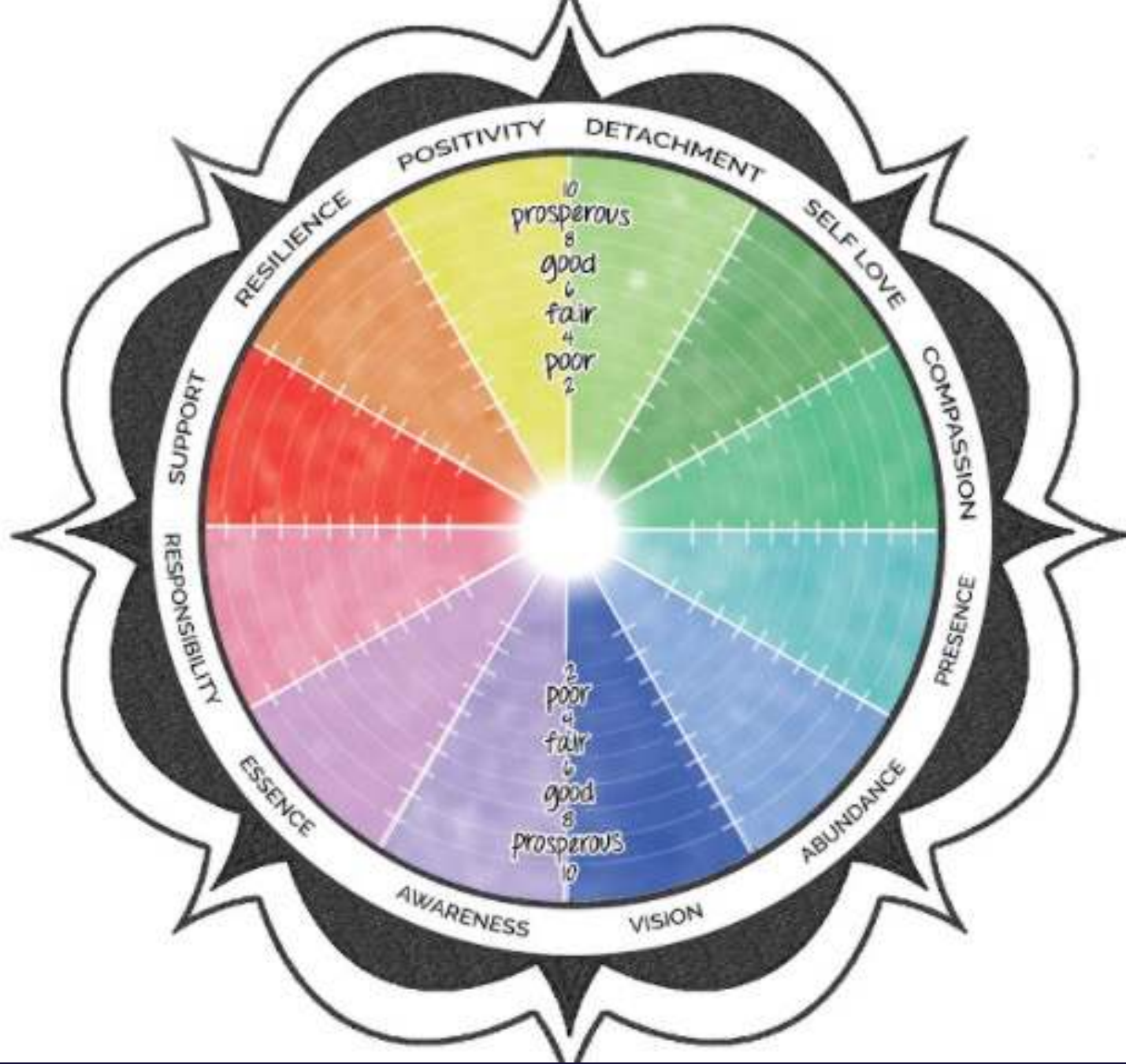


# Resilient People

- Understand that challenges are a part of life
- Promote health and wellbeing
- Enjoy connection & collaboration
- Are open, flexible and adaptive
- Are emotionally intelligent
- View challenges as opportunities
- Learn from mistakes
- Avoid worrying
- Have a sense of humor even when stressed







# 12 Mindsets for Holistic & Balanced Success

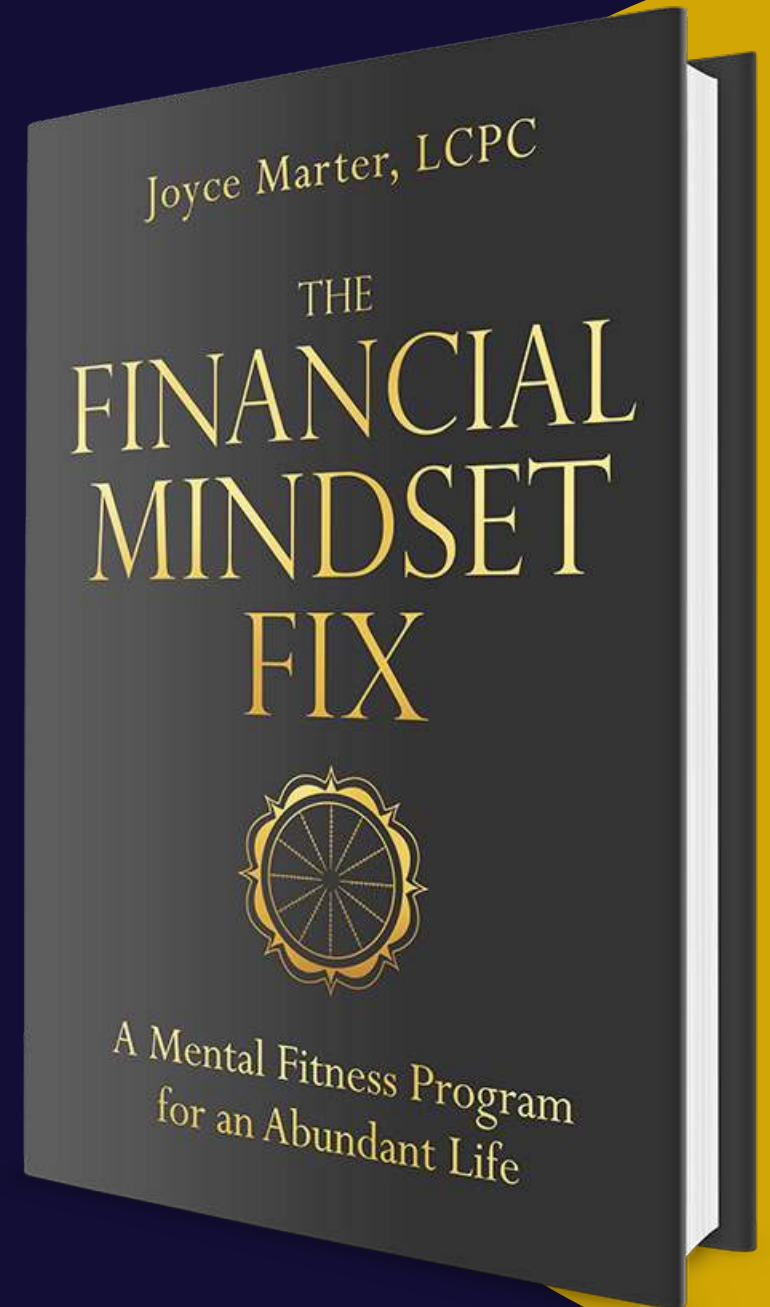
**Success is to live openly,  
authentically & lovingly  
in alignment with the  
highest good of self &  
others – to the greatest  
extent possible.**



**Open yourself up to  
a life of greater  
prosperity, joy,  
and happiness**

ORDER YOUR COPY OF THE  
FINANCIAL MINDSET FIX TODAY!

**Joyce Marter**





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# Resources & Handouts

# Poll Question

**As a result of this presentation, I'm going to: (multiple choice)**

- a) Practice better self-care
- b) Practice mindfulness
- c) Access Support
- d) Cultivate Better Work-Life Balance
- e) Work The Financial Mindset Fix  
Mental Fitness Program





# Thank You!

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**Scan me!**

**Joyce Marter**