

#BanishBurnout

Banish Burnout: Move from Stress to Success Janice Litvin



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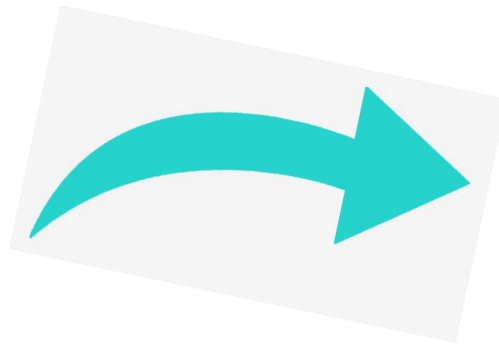
Getting to know you
Please put your name &
your agency into the
CHAT.



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Banish Burnout: Move from Stress to Success



ICE BREAKER



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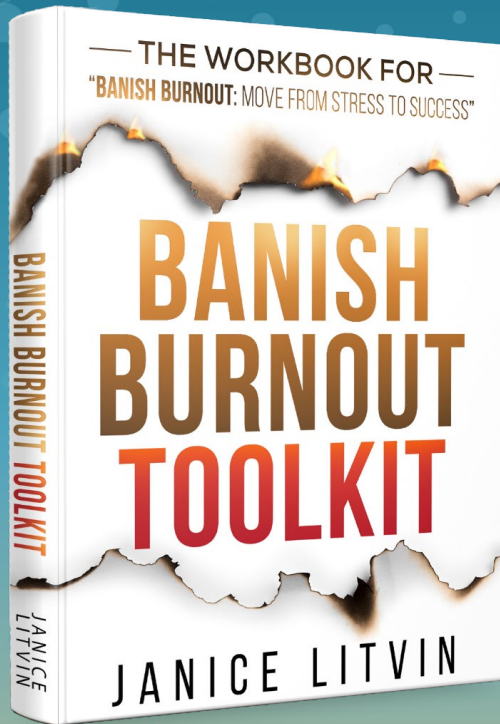
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6 Tools to help you change the way
you react to stress from the Inside
Out

<https://www.JaniceLitvin.com/Books>



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Stress

Is it big or is it small?



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How do
you react
to stress?



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*How low do you go?
and
How long do you stay there?*



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Stress comes from:

Uncertainty

**Lack of
information**

**Loss or lack of
control**

Dr. Hans Selye



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“It’s not stress that kills us, it’s our reaction to it.”

- Dr. Hans Selye



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What is Burnout?



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How often do you feel stressed out?

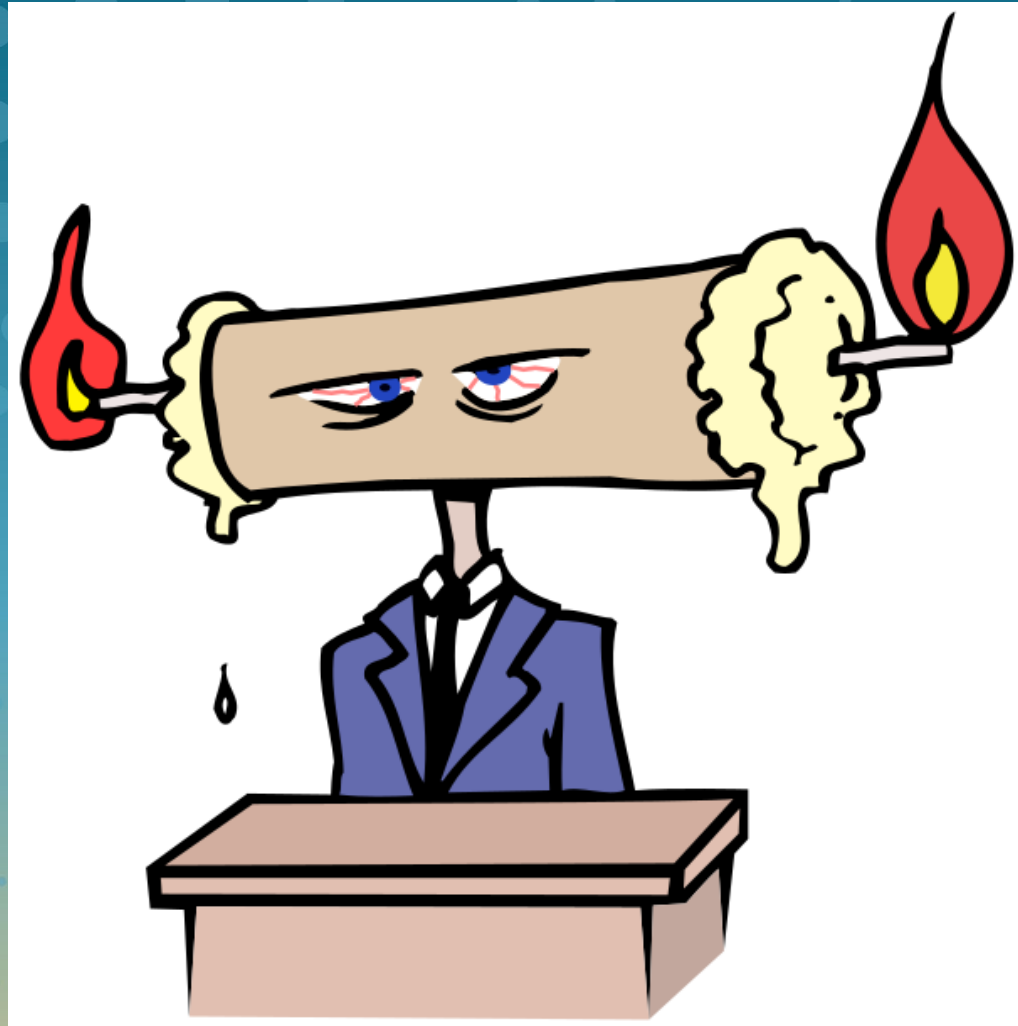
- a) Almost never
- b) Occasionally
- c) At least once a week
- d) On most days
- e) Every day



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*“occupational syndrome
caused by
chronic workplace stress
that had not been
successfully managed”*



Physiological Stress Responses

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- **Migraine Headaches**
- **Cortisol Levels up**
- **Reduced Immune System Function**
- **High Blood Pressure**
- **IBS – Irritable Bowel Syndrome**
- **High Cholesterol**
- **Coronary Artery Disease**



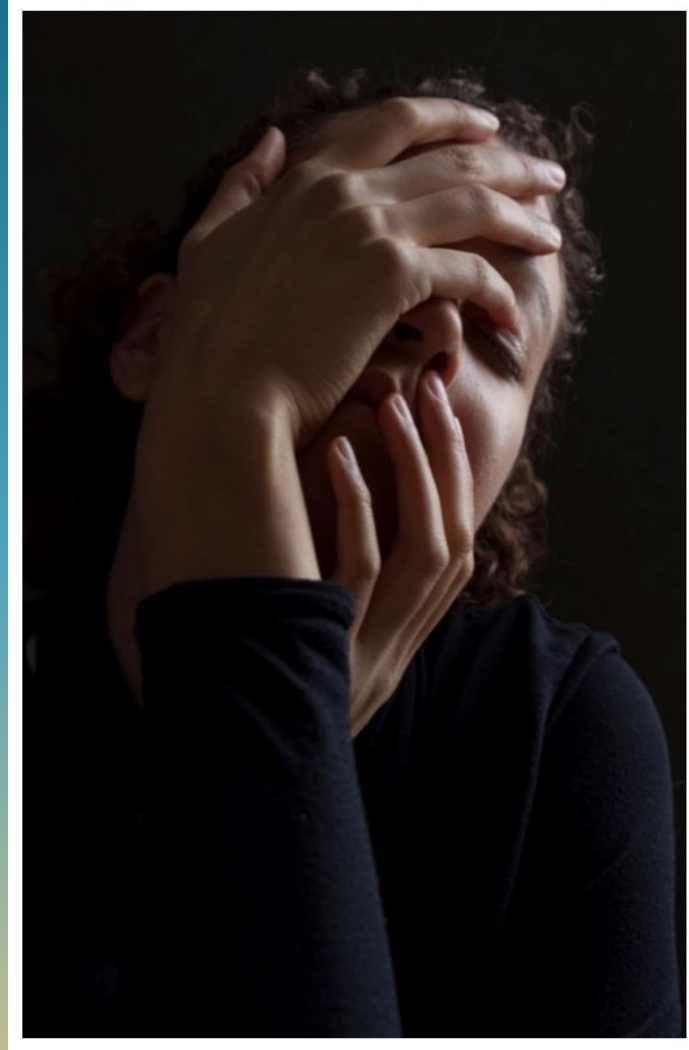
Signs of Burnout

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Emotional
Exhaustion

Avoidance

Higher
sensitivity to
feedback



Feeling ineffective

Feelings of Dread

Absenteeism or
Quiet Quitting



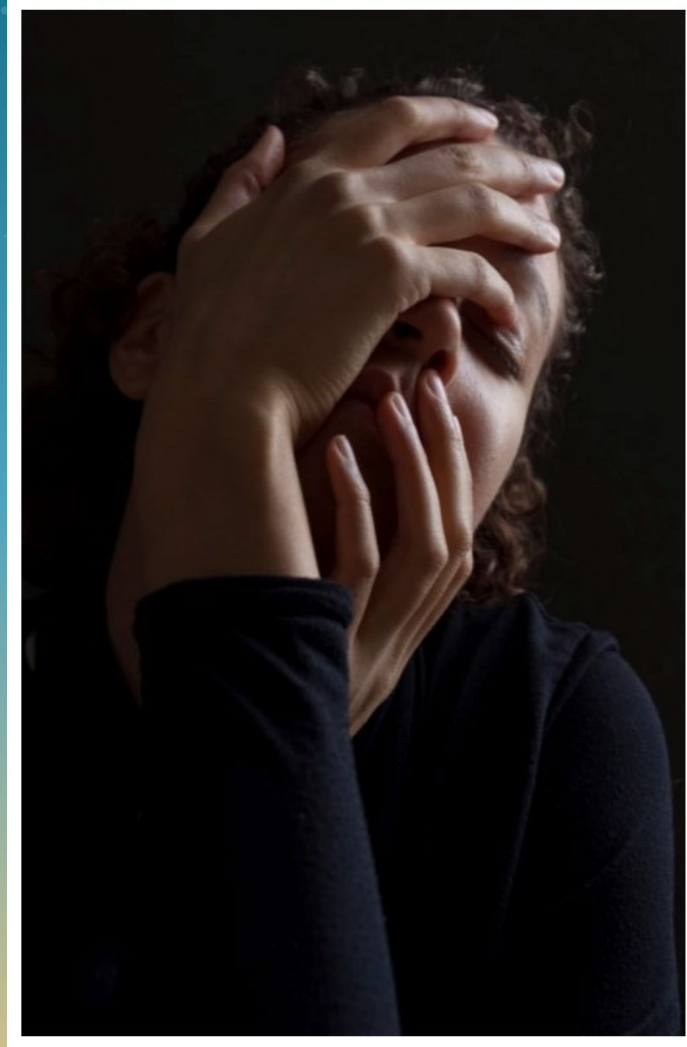
How Can You Tell if You are Burning Out?

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Snapping at others

Angry Outbursts

Feeling Resentful



Digestive Issues

Sleep problems



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Impacts on Your Organization

Culture
Customer Experience
Bottom Line



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Annual Burnout Healthcare Spend



\$190 billion

https://www.cnbc.com/2018/08/14/5-ways-workers-can-avoid-employee-burnout.html?zd_source=hrt&zd_campaign=3249&zd_term=lisaabbott



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WORLD
ECONOMIC
FORUM

Future of Jobs Report

“Emotional intelligence will be one of the top 10 most desirable job skills in 2020, above technical skills.”



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How do you change?



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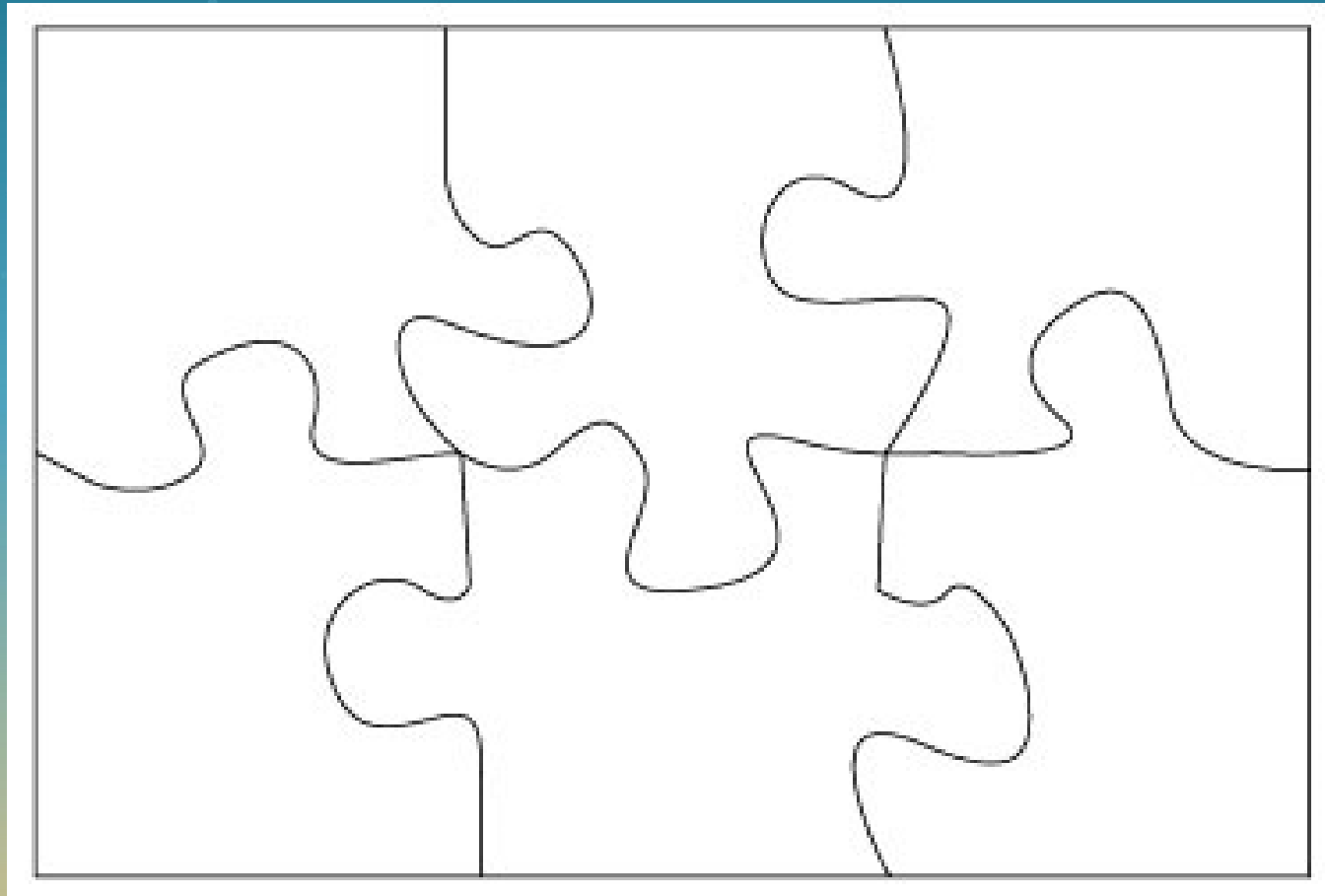


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Banish Burnout Toolkit

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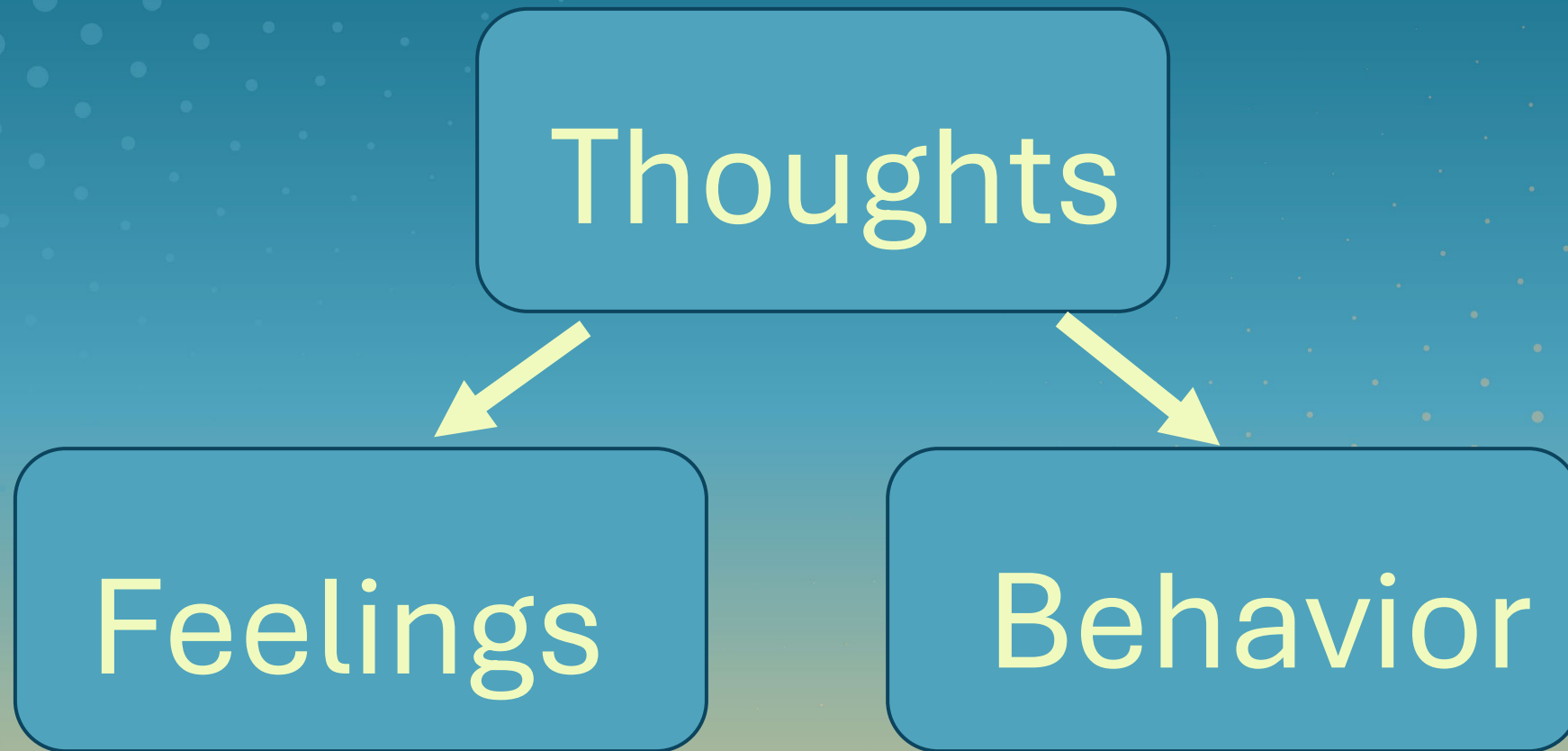


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Reframe Our Behavior

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How do you react to stress?

Physically

Put into the CHAT



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**What happens
when you
ignore the
signs?**



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Reframe Your Thinking



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STOP & AUDIT



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Stop
Take a Breath
Observe
Proceed



REFLECTION



STRESS AUDIT



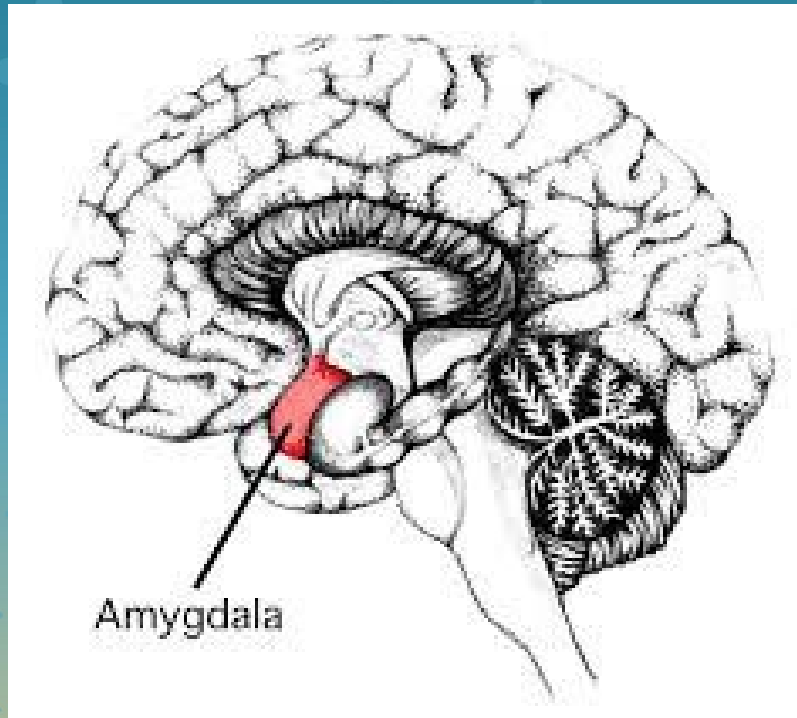
*Stressor –
what happened?*

Reactions

- Physical reactions
- Emotional reactions
- Verbal reaction
- Exacerbating behavior
- Addictive Behaviors



What happens when we're very stressed?

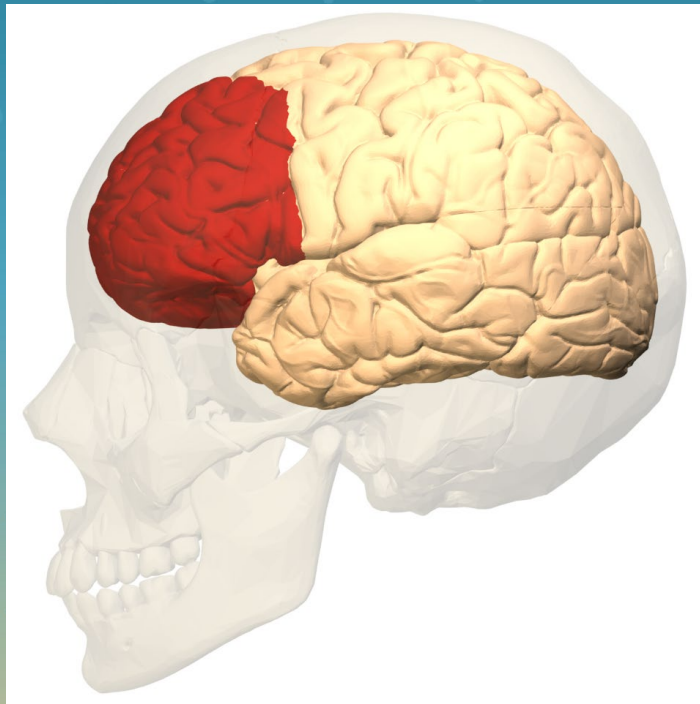


Amygdala
Lose control
Overreact



How does Behavior Change Work?

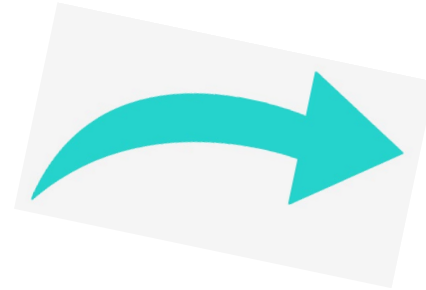
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Engage the
Pre-frontal cortex
Reframe our
reactions



S-T-O-P & AUDIT



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Know Your Stress Spin Your Stress



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Overreaction & Overgeneralization



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What Causes Stress for You and Your Teams?

Staff shortages

Juggling multiple roles

Work overload

Managing so many complaints / claims

What else _____?



OVERGENERALIZATIONS

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What is the flaw in these statements?

Joe is always late with his budget #'s.

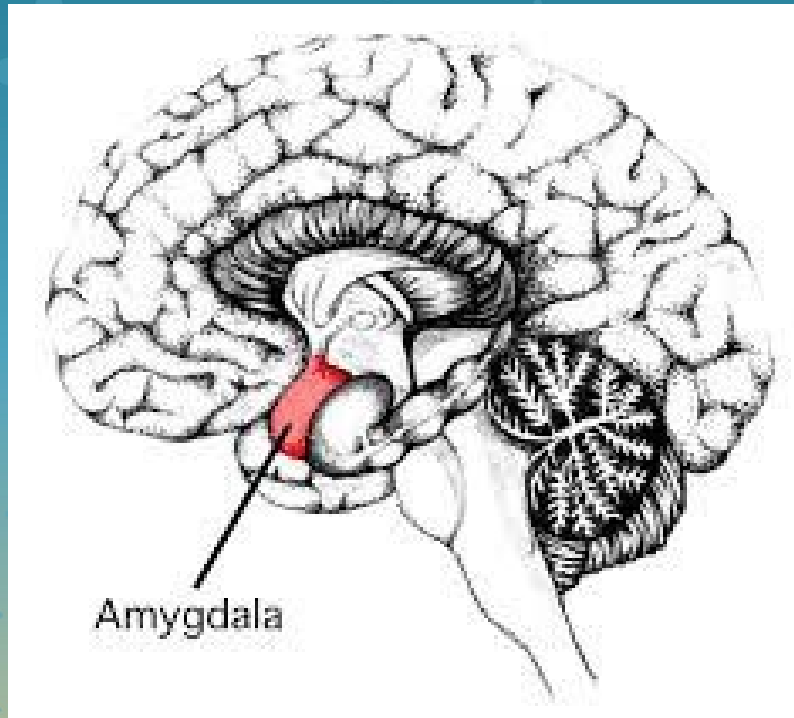
My work always has to be perfect.

I can never get IT all done.

Change is always so stressful



What happens when we're very stressed?



Overreact

Overgeneralize

Dwell on negativity



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Reality Spin / Reframe



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Stress Response

You've had a difficult conversation with a colleague. You think, 'If only they would see my side of the debate...'

Hopefully I won't have to interact with that person too often!'

Reality Spin

'That was a very frustrating conversation. I'm going to cool off and then try to think about how we could work it out and invite them for coffee.'



Stress Response

You feel like you messed up on a presentation to your leadership. You think, 'I blew it. I know I won't be considered for that upcoming promotion.'

Reality Spin

That was frustrating. I wasn't sure how to handle the challenging questions. I'm going to re-think my approach for the future.



Stress Response

My boss texted me early this morning & asked to see me first thing. I began to panic. ‘Oh no, what does s/he need this time?’

Reality Spin

‘My manager is normally very kind and supportive. Maybe she is going to ask me to work on that exciting new initiative that I’ve been wanting to implement.’



Over-Generalization

Joe is always late with his reports.

Reality Spin

Is Joe always late or does it just seem that way because when he is it causes me to miss my deadlines.



Stress Response

There are not enough candidates to replace the people who are leaving.

Reality Spin

Are there not enough candidates or are we not looking in the right places or in the right way?



**Ask
Yourself...**

Am I responding emotionally or rationally?

Am I overreacting or overgeneralizing?

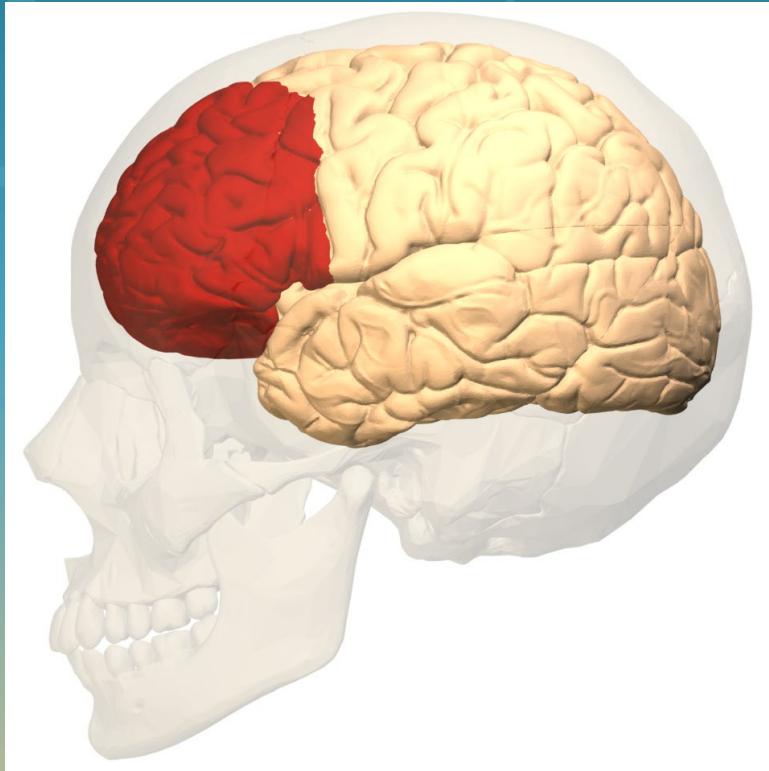
What evidence is there that my response is accurate?

Am I worried or upset about something else?



How does Behavior Change Work?

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Engage the
Pre-frontal cortex
To reframe our
reactions



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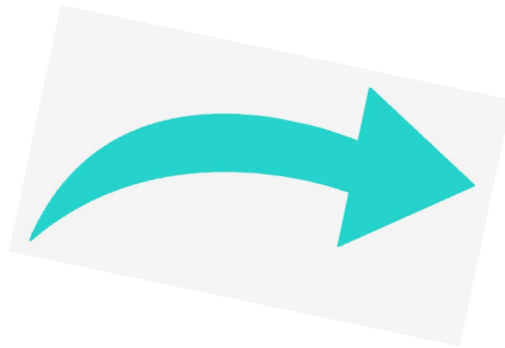


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KNOW YOUR STRESS

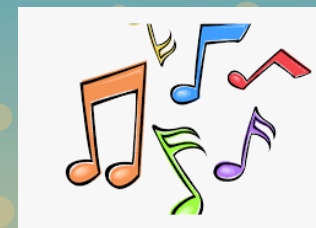
SPIN YOUR STRESS



BREAK TIME



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Janice Litvin
Wellness Speaker

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Healthy Boundaries



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*Have you ever said 'yes'
to a request and then
wish you had said 'no'?*



*When negotiating a deadline
or any commitment are you a
people-pleaser?*



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I CAN SAY NO...

- a) Never / I'd like to learn how**
- b) Some of the time**
- c) All of the time**



Situation

Someone asks me to do something that I really do not have time to do.

Boundary

*I'm sorry. I wish I could, but I can't.
I'm so sorry.
[BREATHE]*



Situation

Boundary

Option #2

I'll check my calendar & let you know if (or when) this will fit.



Situation

Boundary

Option #3

I won't be able to get to this for at least several months.



Situation

It seems like I get interrupted all day long and cannot get my work done.

Boundary

From now on, I'm going to set a specific time for interruptions, when possible, like daily from 4-5 unless it's really urgent.



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*Don't they know
how busy I am?*



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How to say *no* without saying *no* at work



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Situation

Boundary

Someone from another department wants to talk to me RIGHT NOW!

“I’d be happy to meet with you this afternoon at 3:00. Unfortunately I am not available right now.”



Situation

Boundary

My boss wants me to work on a new initiative, but I am already overloaded and working long hours.

“I simply do not have the bandwidth, but I am excited to work on the new initiative. Let’s sit down and review all of our projects & responsibilities so that I can get them all done in the order you expect.”



Situation

Boundary

Option #2

“Can we reshuffle / reprioritize some of our projects and to meet our needs? How can we reach our goals together?”



Situation

Boundary

Someone vehemently disagrees with one of my ideas to solve an important problem.

“Let’s discuss this in greater detail tomorrow and come to a meeting of the minds.”



Situation

Someone comes to you to ask you to serve on a new committee.

Boundary

“Thank you for thinking of me for that committee. I’d love to be involved. I will be finished with this current project in six months. May I reconnect with you then?”



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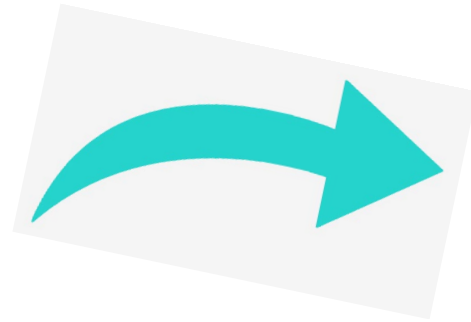
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SET HEALTHY BOUNDARIES





Stop

Take a Breath

Observe

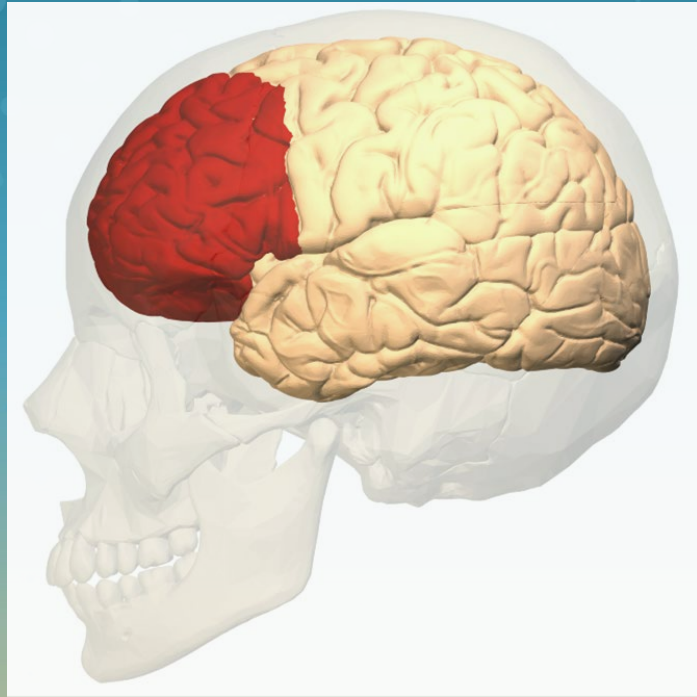
Proceed

“10-10-10 RULE”



What do these tools & techniques do for you?

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Give you **control**

Keep you **grounded in reality** so that the Pre-Frontal Cortex can stay engaged

Allow you to **communicate** your boundaries & expectations in a **RATIONAL** way



S-T-O-P

Stress
Audit

Know Your
Stress

Shake it
Off

Set Healthy
Boundaries

Spin
Your
Stress



GAME TIME



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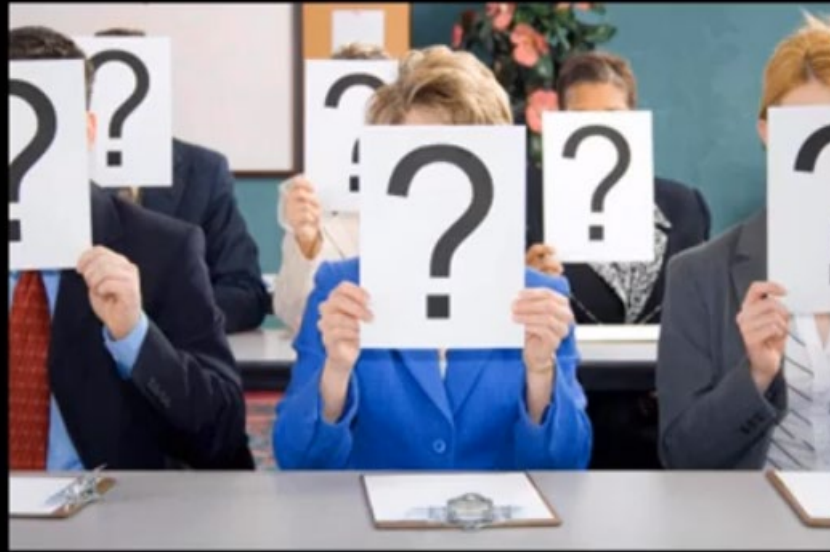
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Your leaders do not want
to burn you out and you
do not want to burn
your teams out.



Questions



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What is the first
action you will
take as a result
of today's
workshop?



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Please give me feedback



Use this QR Code or

<https://talk.ac/banishburnout>

Code: CP24



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JUST IMAGINE



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*You are in charge of
your mental health*



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You have choices



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You have tools



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*You cannot take care of your
community, your team(s), or
your family if you do not
take care of yourself.*

