MLA Presentation

Talking Points

# Slide 1: Going Through the Motions

* Are you just going through the motions
	+ Some days
	+ Every day
	+ Occasionally
	+ What is could be causing this?

# Slide 2: What You Feel: Emotional Exhaustion

* Burnout comes from (Maslach, Jackson, Leiter, Schaufeli, & Schwab, 2015)
	+ Emotional exhaustion
	+ Depersonalization/Cynicism
	+ Low Personal Accomplishment
* Chronic Exhaustion
	+ Emotional exhaustion leads to physical exhaustion
	+ Vicious Cycle

# Slide 3: A little bit of Academia

* Research says!!! (Bakker, Demerouti, & Sanz-Vergel, 2014; Maslach et al., 2015)

# Slide 4: Low Functioning & Chronic Stress

* Human services workers --> aka. Library employees
* Results: (Bakker et al., 2014; Maslach et al., 2015)
	+ Low work performance
	+ high turnover intentions
	+ Increases in absenteeism
	+ Increases in workplace accidents
	+ Lower customer satisfaction

# Slide 5: Walk Through the Fire: Emotional & Physical Health Issues

* Chronic exhaustion causes: (Ahola, Väänänen, Koskinen, Kouvonen, & Shirom, 2010; Armon, Melamed, Shirom, & Shapira, 2010; Shirom, Melamed, Toker, Berliner, & Shapira, 2005)
	+ Weight gain
	+ Alcoholism
	+ Insomnia
	+ Sleep apnea
	+ Diabetes
	+ Anxiety
	+ Increase in certain types of tumors
	+ Myocardial Infarction
* Neuroendocrine system – mind (body)-connection (Shirom et al., 2005)
	+ Inflammation

# Slide 6: Some (brief) Statistics

* 75% - US workforce
	+ Emotionally disengaged from work
	+ Barely productive
	+ Extremely cynical (depersonalization) concerning clients and the organization.
	+ 50% highly disengaged (burned out)
	+ 25% moderately disengaged (burned out)
* $500 billion losses to us organizations
* Profit margins 9% lower for burnout

# Slide 7: Organizational Costs

* Instead of handling stressful customer interactions with grace, employees may seem openly unfriendly or even hostile.
* Poor customer service (Bakker et al., 2014; Maslach et al., 2015)
* Workplace incivility (Han, Bonn, & Cho, 2016; van Jaarsveld, Walker, & Skarlicki, 2010; Zhou, 2014)
* Poor work performance
* Reduced esteem for the organization by stakeholders

# Slide 8: Buffy says…

# Slide 9: I’ve Got a Theory (Well…a hypothesis) S.G.T.P.

Bakker and colleagues address the idea of situational and temporary burnout a little in the discussion of the JD-R theoretical framework. (Bakker et al., 2014)

SGTP is a personal hypothesis although rooted in some of the research about JD-R and Burnout.

* Do we burnout because:
	+ Situation or Person
	+ In general because we have it our breaking point – (with the organization)?
* Is our burnout:
	+ Temporary and we can get over it?
	+ Permanent and we can’t get over it?
* How do we avoid going from:
	+ Temporary 🡪 Permanent
	+ Situation 🡪 General?
* What are the causes:
	+ Job demands (Bakker et al., 2014)
	+ Job resources (Bakker et al., 2014)
	+ Self-efficacy beliefs (Schwarzer & Jerusalem, 2015)
	+ Personal conflicts
	+ Supervisor relationship

# Slide 10: Give me something to sing about: The Unexamined Life

* Instead of going through the motions
* Reflect on our behavior
* If you are experiencing burnout right now, are you in one of these stages
* Take a few minutes and take the HSS survey
* Coping with stress
	+ Give yourself permission to disconnect (just temporarily) from what is emotionally exhausting
	+ Shift work-focus on something that gives you a sense of pride and accomplishment (temporarily)
	+ Escape – give yourself permission to leave the workplace, and think/start dealing with things.
		- Make lists if you are a list maker
		- Write about what’s going on to yourself
		- Take a Walk
		- Reflect
	+ Think about:
		- Why?
		- How?
		- What?