



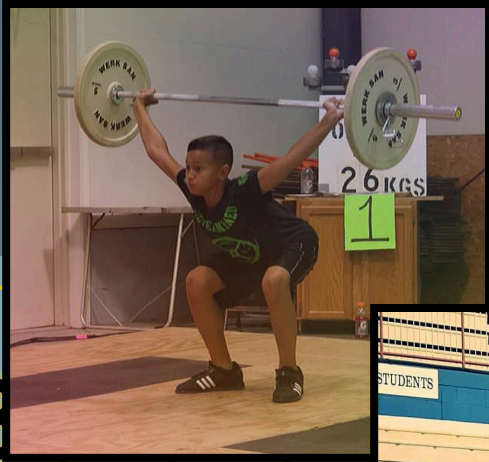
**Workplace  
Stress, Burnout  
and Self-Care**

**Shari Scott**



**MA Counseling, LCPC, LPC, NCC, CISM**

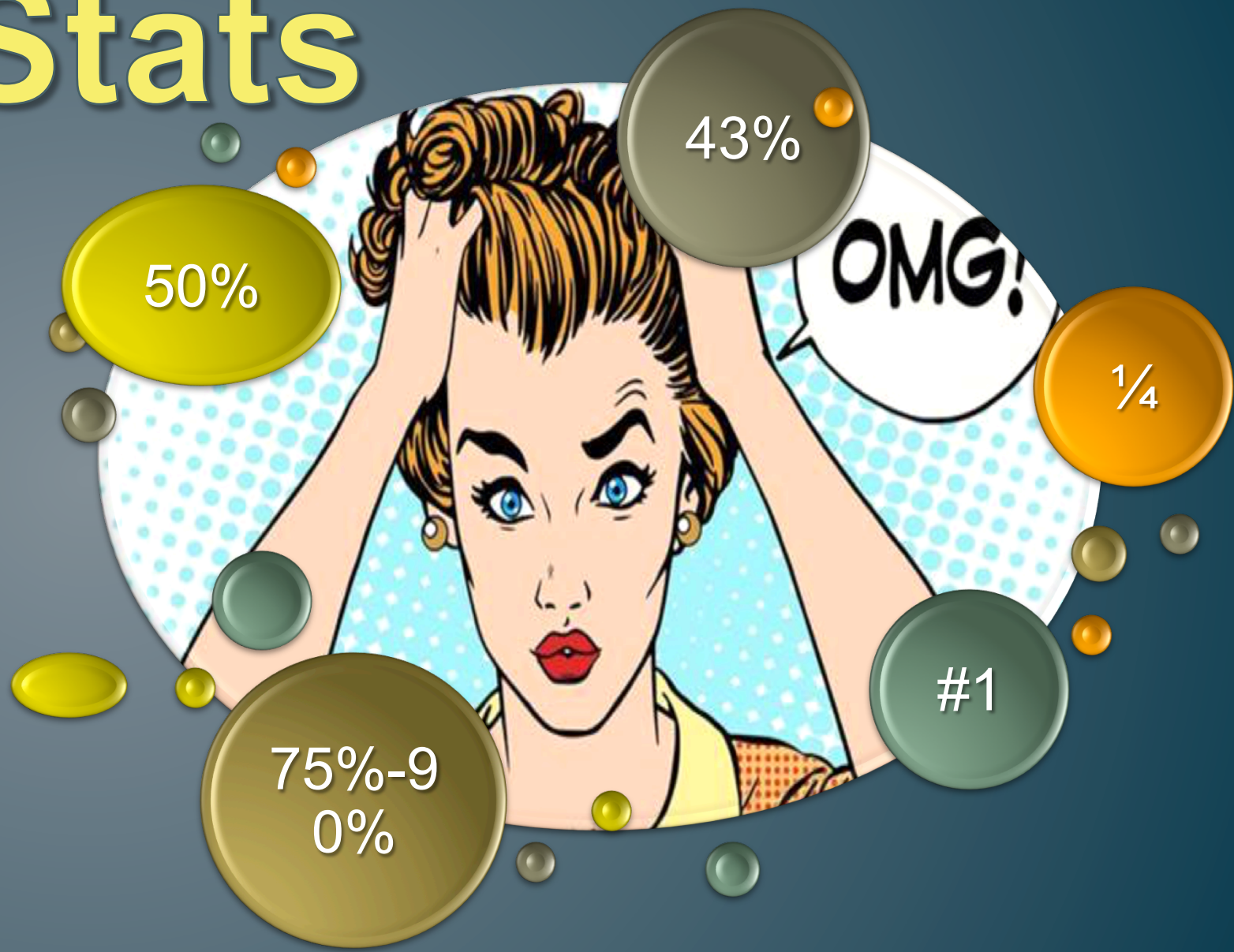
**B**  
**we**  
**begin**



You  
are  
here!

- What brings you here today?
- Why am I here?

# Stats



50%

43%

1/4

#1

75%-90%

**Just how serious is it getting??**



# Workplace Stress- Paying with our paychecks

Companies spent \$300 billion dollars on presenteeism (loss in productivity, poor quality, ineffectiveness)

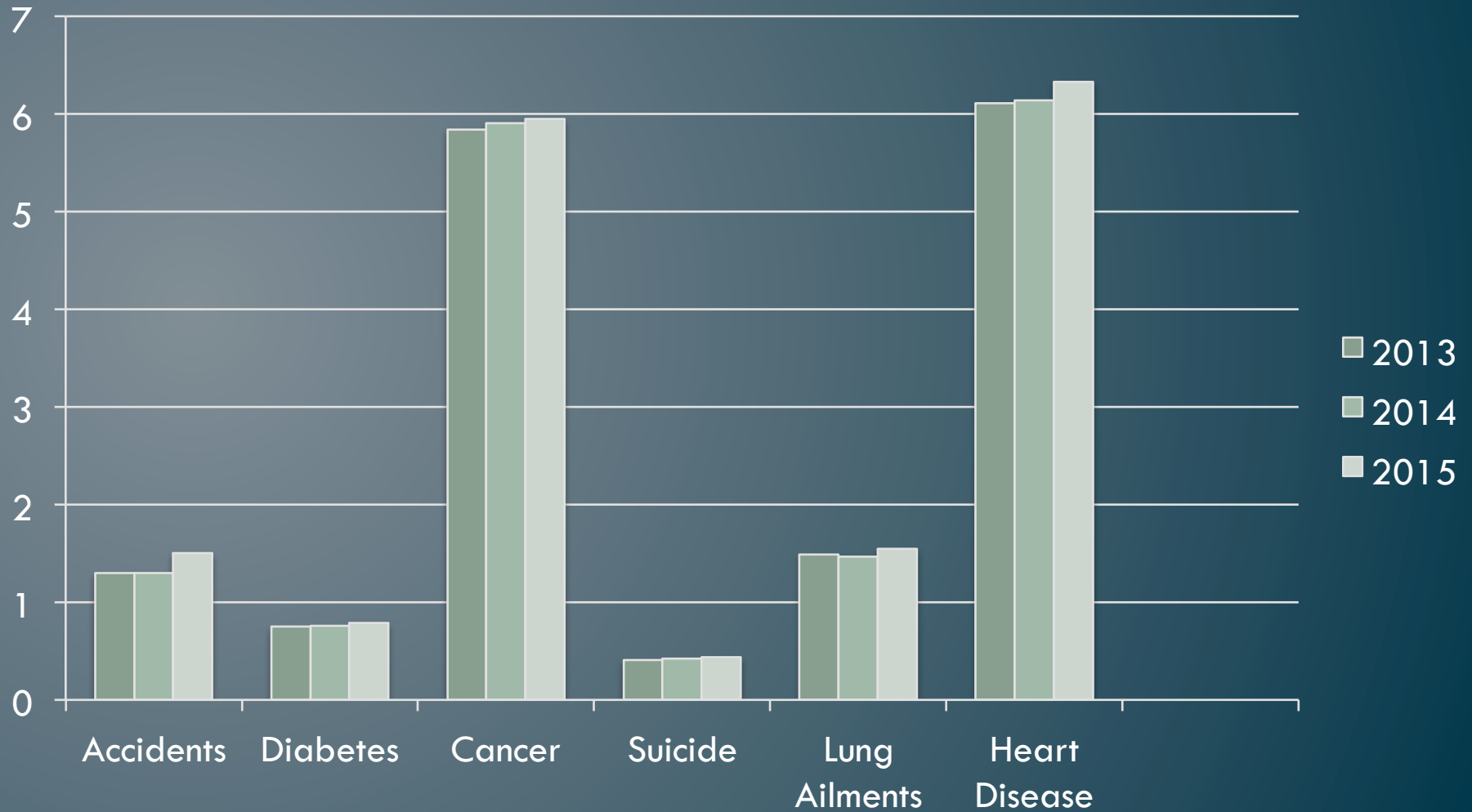
190 BILLION in annual health care costs

General Motors (in recent years) spent more on health care that it did on steel!

Forbes Magazine, (1/2015)



# Workplace Stress- Paying with our lives





Leading  
cause of  
death in  
America  
is.....

Heart disease



# Common Workplace Stressors

Change

Wages

Drama

Workload

# What IS stress exactly?

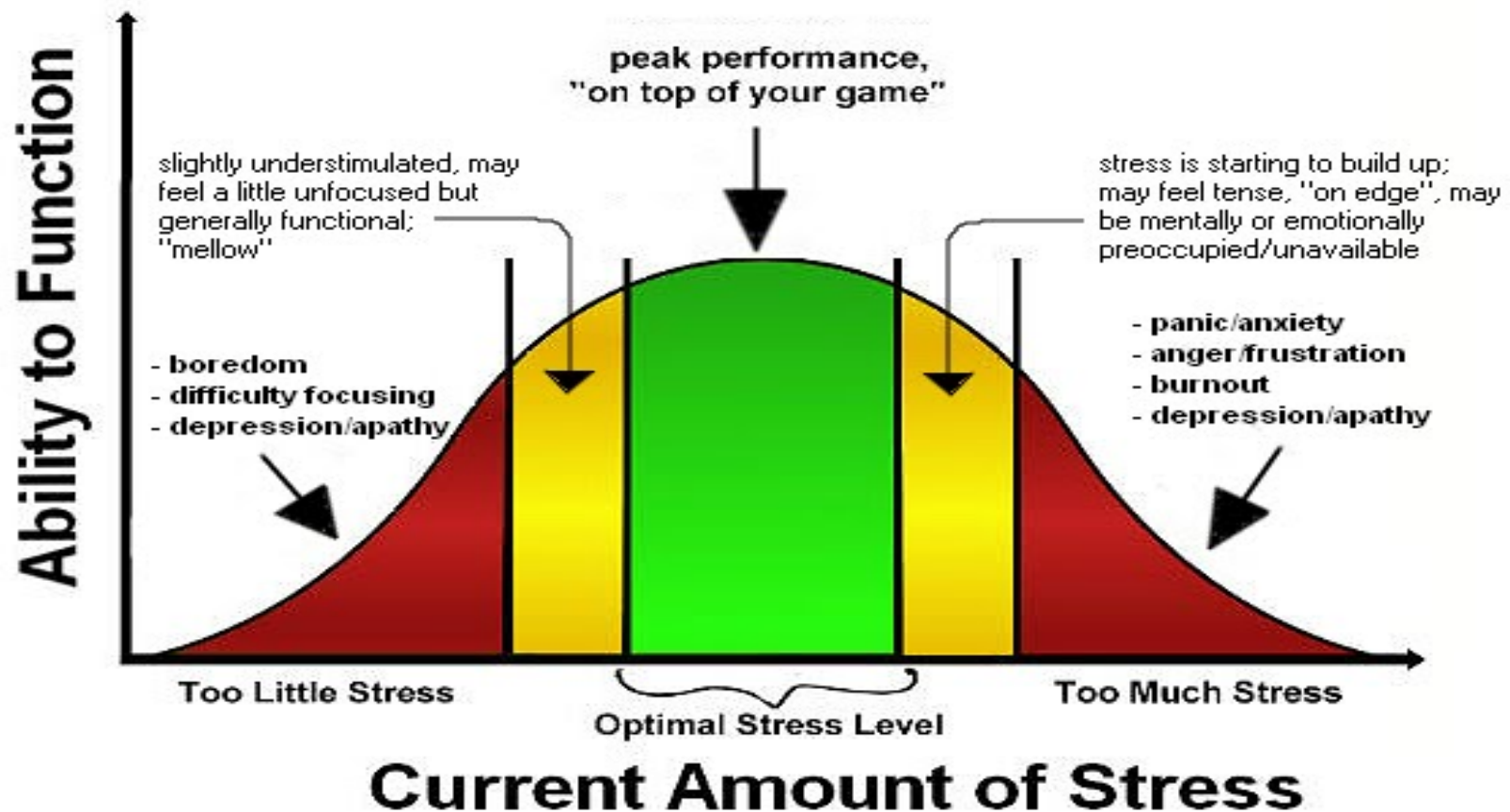


Flight vs. Flight

Good vs. Bad

Acute vs. Chronic

# An optimal level of stress



# A Comparison

## Stress

- Over-engagement
- Over-reactive emotions
- Produces urgency and hyperactivity
- Loss of energy
- Anxiety and anxiety disorders
- Primary damage is physical
- May kill you prematurely

## Burnout

- Disengagement
- Emotions are blunted
- Produces hopelessness and helplessness
- Loss of motivation and/or ideals
- Depression/Depressive disorders
- Primary damage is emotional
- May make life seem not worth living

# Burnout...defined

- “The reduction of a fuel or substance to nothing through **USE** or **combustion**.”
- “Exhaustion of physical or emotional strength or motivation usually as a result of prolonged stress or frustration.”
- Burnout *feels* like emptiness, lack of motivation, apathy, or hopelessness.



# Unmanaged Stress/Burnout Affects....

## You

- Short/Long term health problems
- Mental Illness, Depression, Burnout
- Death

## Others

- Increased workload
- Quitting/Termination

## Workplace

- Decreased Morale
- Possible violence
- Increased use of FMLA/Sick Leave

# Karoshi

- Term coined by Japanese translates to “overwork death.”
- Legally recognized as a cause of death in 1980s.
- Two types of Karoshi
- Legal ramifications





# Habituation



- The diminishing of a physiological or emotional response to a frequently repeated stimulus.

# Why talk about stress and burnout?

Talking About It



Acknowledging It



Stigma Removed



Construct Action Plan

# Can we handle it?



# Stress

## Stress on our Bodies

- Immediate surge in adrenaline--- increases in blood pressure, respirations, and heart rate
- Body believes it needs to prepare for a famine so the adrenal glands tell it to increase cortisol production to spike insulin production and store belly fat
- Body decides that fighting the stressor is more important so it back-burners some other important (but not necessary for immediate survival) functions----memory, fertility, muscle building, and immunity.

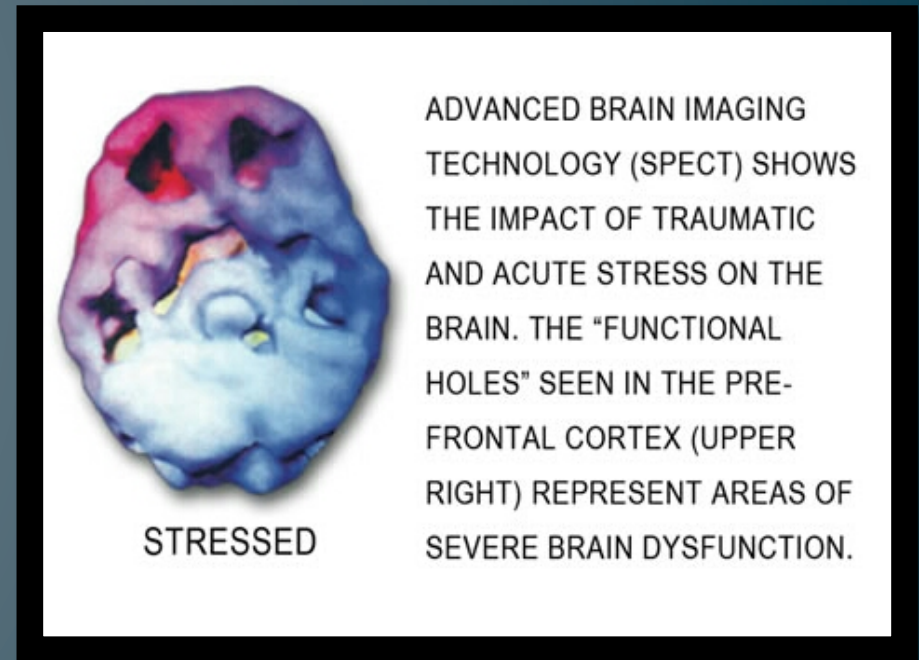
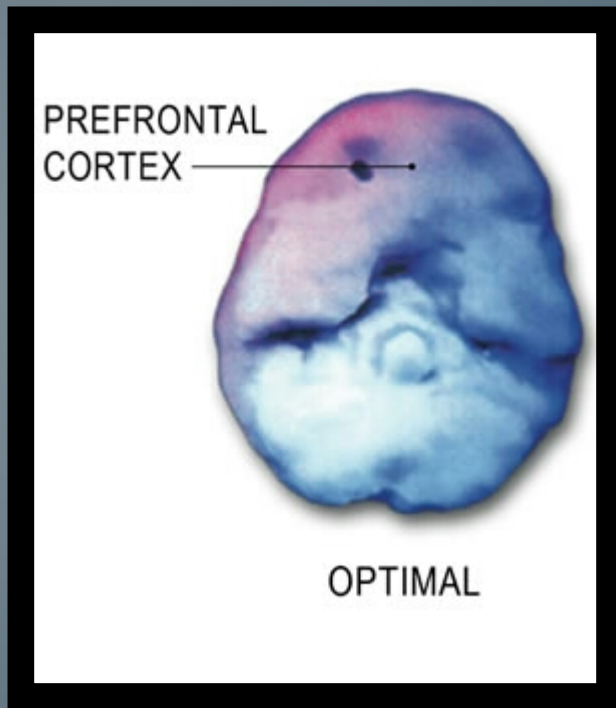


**"STRESSED"**  
is  
**"DESSERTS"**  
spelled  
backwards



Partnership for a Drug-Free America

# This is your brain. This is your brain on burnout.



# How we experience stress and burnout



Cognitive



Behavioral



Emotional





# Cognitive

Diminished ability to think or concentrate

Mind racing

Jumping from one task to another

Thinking about quitting

# Behavioral/Physical



# Emotional

Excessive Crying, Anger, Irritability

Not wanting to go to work

Worthlessness/Guilt

Apathy

Withdrawal/Escape

# Depression

Low mood

Anhedonia

Weight loss / gain

Excessive / Insufficient sleep

Restlessness / dragging

Fatigue

Feelings of worthlessness or guilt

Diminished ability to concentrate

Recurrent thoughts of death or suicide

# How Do We Treat It?

4 Strategies for  
Change

# What Can YOU do?



# Boundaries



# What do boundaries look like?

- Unique to each individual
- Occur on personal and professional levels
- Set by society, culture, and through trans-generational patterns
- Defines where your responsibility ends and another person's begins
- Stops you from doing for others what they should do for themselves
- Stops you from rescuing someone from the consequences of their actions/inactions





# LICENSE OFFICE

CONTRACT AGENT NOT OPERATED BY THE STATE OF MISSOURI





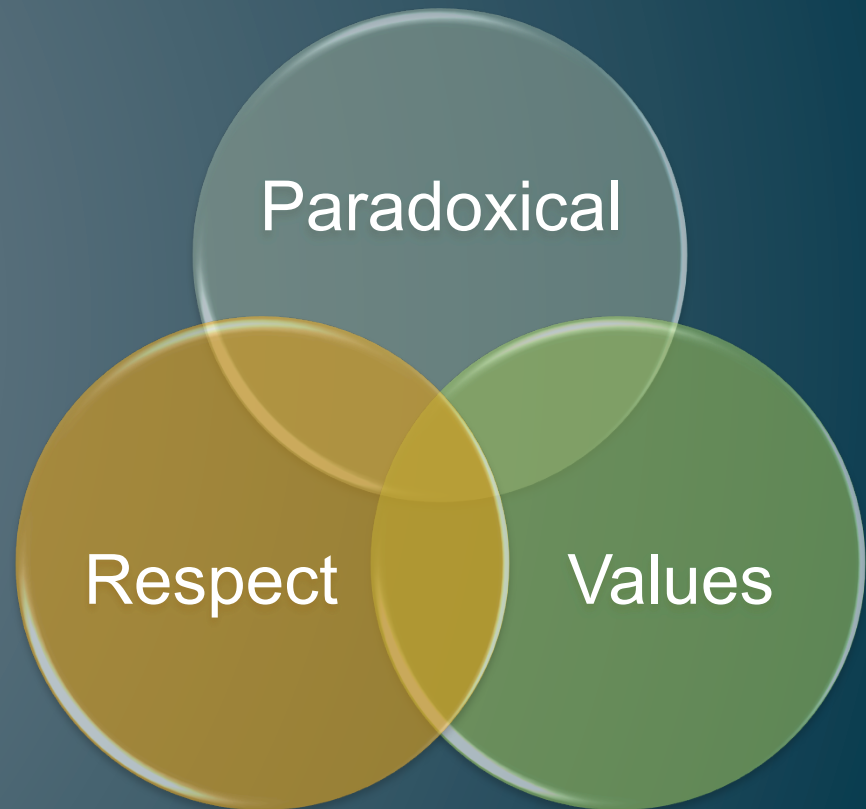
# HOBBY LOBBY

RAFTS • HOME ACCENTS • SEASONAL

5040



# How do boundaries work?



## Boundaries

Some sample start-ups

- “I’ve decided not to...”
- “I feel uncomfortable about...”
- “I’d prefer not to.”
- “It’s important to me...”
- “This is what I need...”
- “I guess we see it differently.”
- “I understand your point of view but...”

# Setting Professional Boundaries

Take a lunch break away from your desk

Don't answer emails or phone calls after hours

Refer clients back to your 'emergency' policy

When you go on vacation, avoid anything work related

Only work the hours you're paid to work

Use your sick (if needed) and vacation days

# Self-Care

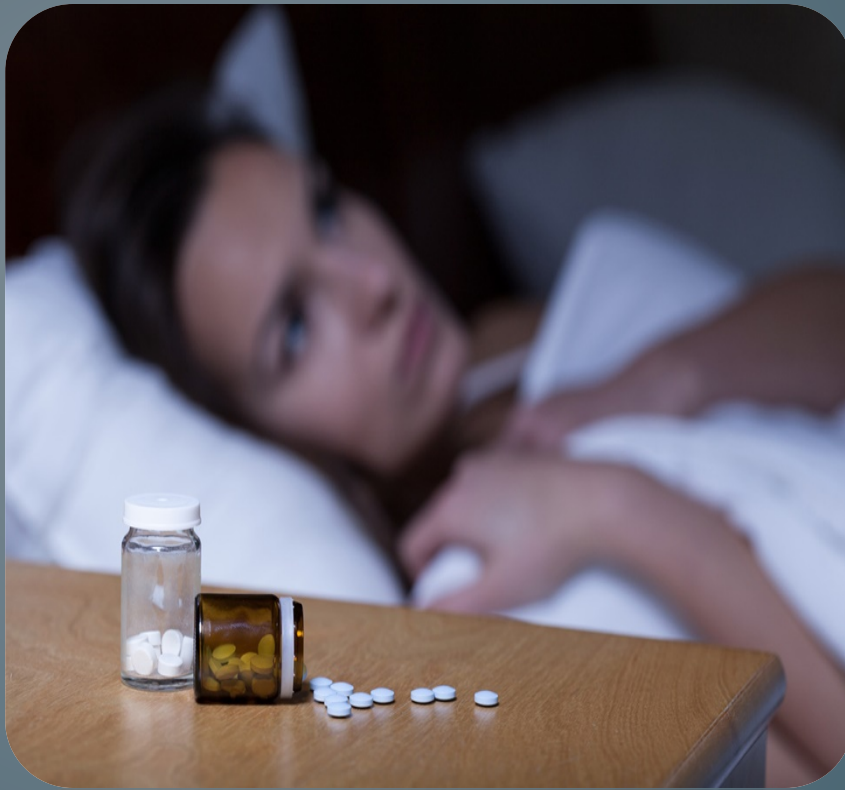


# Self-Care

- Sleep Hygiene\*
- Eat Healthy
- Vitamins
- Limit Alcohol/Smoking
- Exercise
- Meditate
- Return to Values!

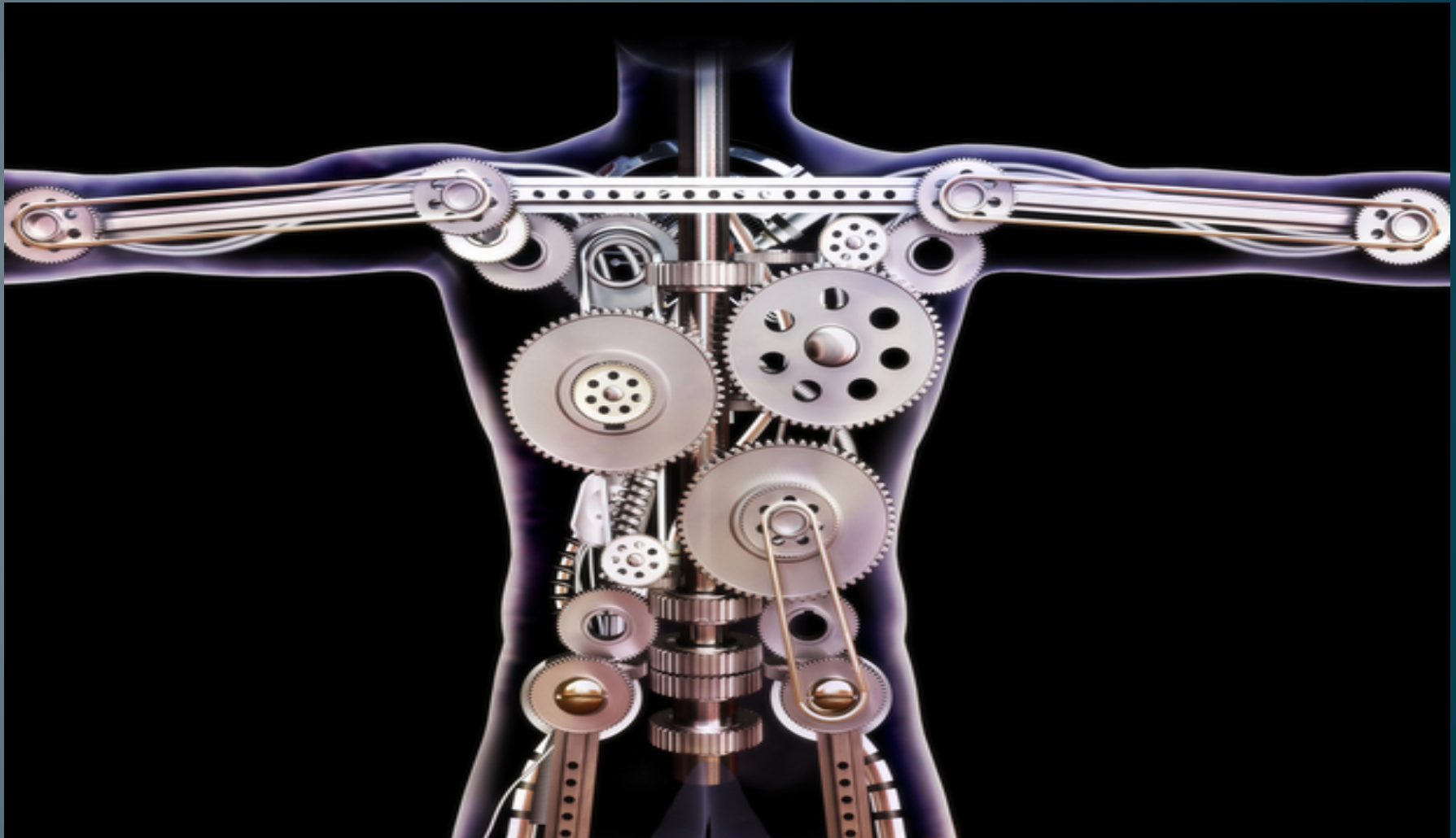


# Sleep Hygiene



- Routine
- Avoid alcohol
- No napping
- Business as usual
- Eat right
- Create a relaxing space
- Deep breathing

How do you treat the world's  
neatest machine?



Your body is a high  
performance  
machine.



What's your  
fuel?



# Nutrition

- Try to eat every color every meal (white doesn't count)
- Eat a diet heavy on greens, vegetables, fruits, proteins, and healthy fats
- Shop in the perimeter of the store-avoid the aisles



- Don't fall victim to the box's advertising
- Low fat/fat free usually means higher sugar content or sugar substitutes
- Sugar substitutes are linked to diseases of the brain

# Increased Sugar in our Diets



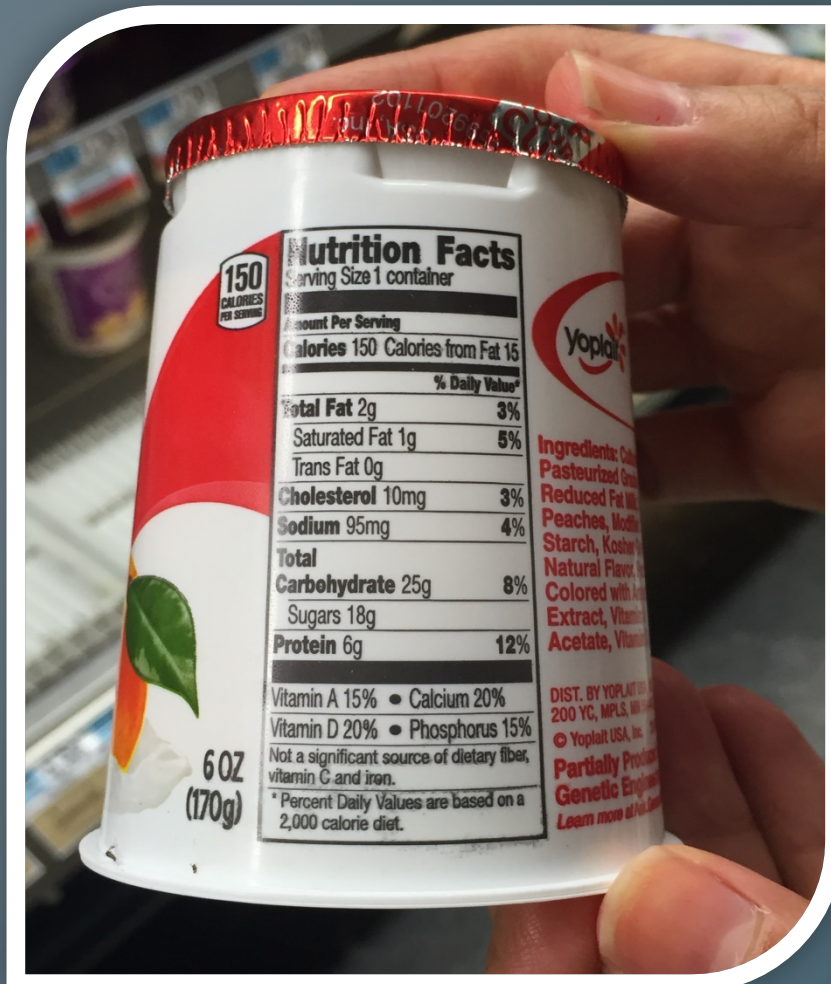
- The body treats sugar like an infection and generates an inflammatory response upon ingestion
- Inflammation is associated with diabetes, cancer, and heart disease
- Becomes addictive by triggering chemicals in our brains

# Dangers of Sugar

- American Heart Association recommends NO more than 20-25 grams per day of sugar for women (or 36 grams for men)
- 4 grams of sugar=1 teaspoon



# One and Done!



# Vitamins

## Vitamin D

- Low levels linked to low mood, irritability, depression, inability to concentrate, and fatigue.
- Good for bone, breast, and colon health.
- Helps develop a better immunity

## Vitamin B

- Responsible for mood
- Increases energy
- Helps body metabolize fats and proteins
- Stimulates immune system
- Boosts memory
- Improves skin and hair health



# Limit Alcohol Use/Smoking

- Pay attention to “why” you feel the urge to drink or smoke?
- Is it related to a feeling you struggle to control (anxiety, depression)
- As soon as you see an increase in tolerance or usage, assess if you’re under more stress than usual-get in to talk to someone
- Alcohol increases cortisol production which....



# Exercise

- Start slowly if you have to
- 150 minutes (moderate activity) or 75 minutes (intense activity) weekly
- Strength training 2 times weekly (can include body weight)
- Think outside the box- find ways to make housework an exercise
- Break it up into chunks
- Involve your kids (if you have them)
- If you sit most of the day, try to get up and walk/run stairs several times daily
- Consider hiring a personal trainer!

# Meditation/Mindfulness

Deep breathing

Guided imagery



# Self-Care in a Crunch

## 3 Minutes

- Perform **deep breathing**→ count down from 10 to 0. Each number you count, take a deep breath while inhaling and exhaling deeply. If at 0 you don't feel more relaxed, try counting down again.
- Perform **body relaxation**

Check out YouTube for some guided breathing exercises!

# Self-Care in a Crunch

## 5 Minutes

- Talk to a coworker
- Give yourself a mini-massage
- Stretch

## 10 Minutes

- Talk to a coworker
- Go for a walk
- Sit outside
- Climb/run stairs
- Yoga
- Perform guided imagery

# Time Management



# Time Management

Take control of email and calls

Don't over-commit yourself

Try to leave earlier in the morning

Plan regular breaks

Prioritize tasks and make lists

Break projects into small steps

# Time Management

Delegate responsibility

Be willing to compromise

Prepare for the next day (lay out clothes, pack lunches, etc.)

Put your kids to work

Create a work-life balance

Hold productive meetings



I survived another meeting that  
should have  
been an email.



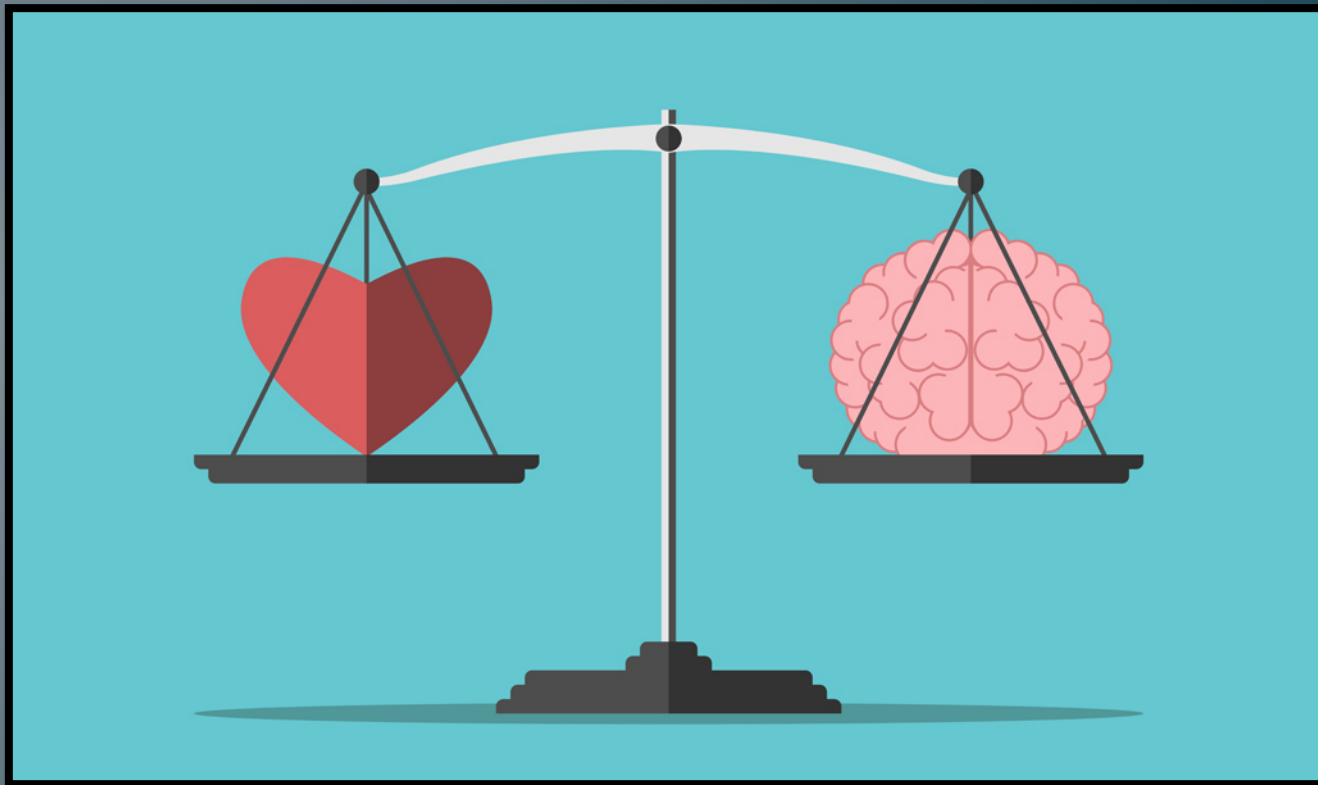
som<sup>ee</sup>cards  
user card

# Work-Life Balance

- Is a flexible or alternative work schedule an option for you?
- Can it be something temporary?
- How can you incorporate your values into your work schedule?



# Emotional Intelligence



# Emotional Intelligence



Admit it and speak up


Ask for help

Resist perfectionism

Clean up your act

Use humor to meet challenges

# Emotional Intelligence



Recall the signs of burnout and realize when you're stressed

Stay connected to your internal emotions

Recognize nonverbal cues and body language

Resolve conflict swiftly and positively

Do your part to end workplace drama

# Emotional Intelligence



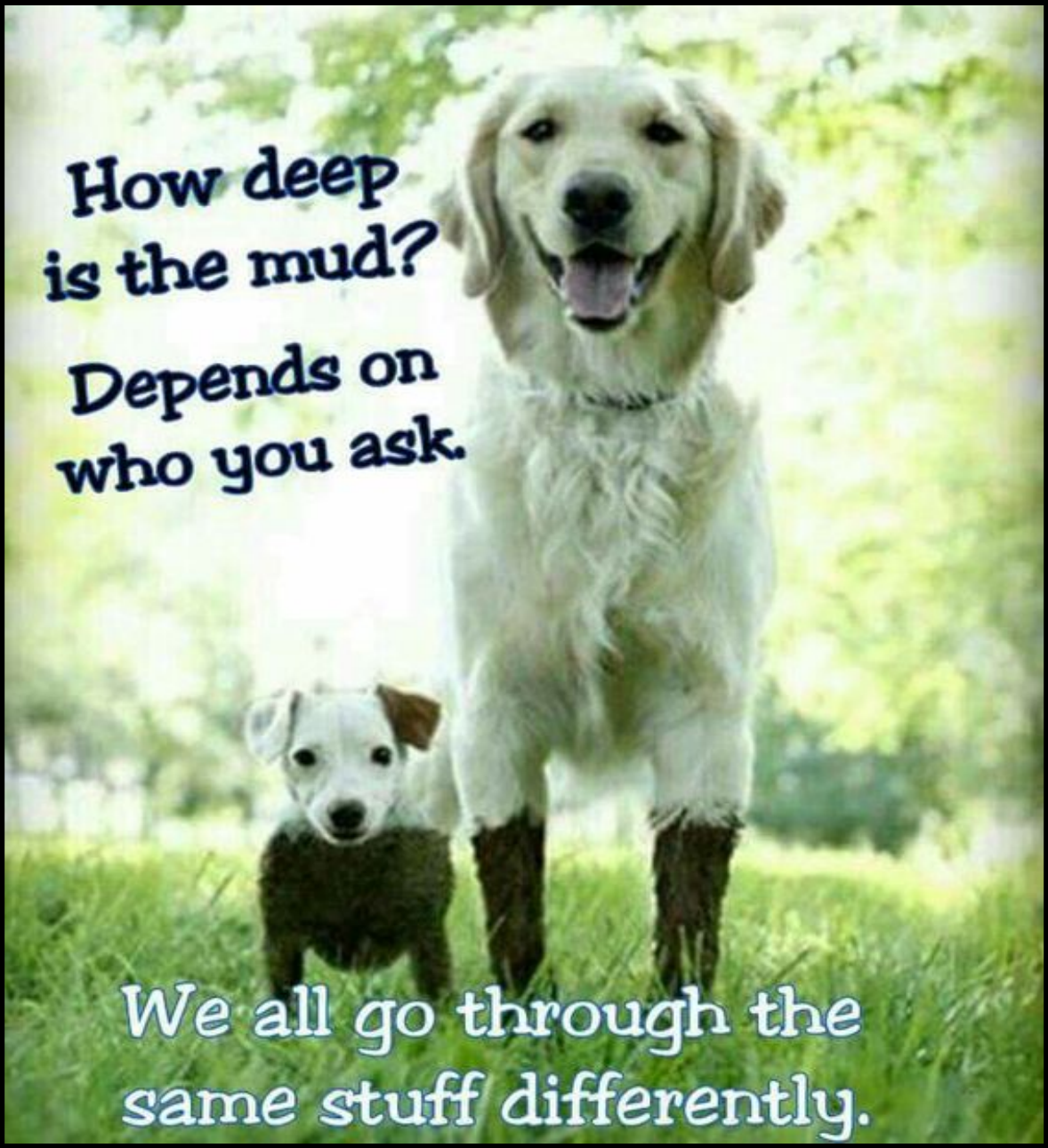
Flip your negative thinking

Don't try to control the uncontrollable

Work together. Lend a helping hand when you feel strong.

Contact your EAP, therapist, or life coach

Respect that others have different thresholds for managing stress



**How deep  
is the mud?**

**Depends on  
who you ask.**

**We all go through the  
same stuff differently.**

# An interesting quote...

- “What causes burnout is not working too hard. People, I believe, can work arbitrarily hard for an arbitrary amount of time. But they will become resentful if work makes them miss the things that are really important to them. The key to sustaining dedication and loyalty is having an employee identify what he or she absolutely cannot tolerate missing, and then having the employer accommodate that.”

-Marissa Mayer-once the highest ranking woman at Google



# What Can Management Do?



- Initiate and improve Communication
- Hold efficient meetings
- Capitalize on the strengths of each employee
- Resist the urge to micro-manage
- Confront signs of workplace drama-don't become another layer of the problem

# What Can Management Do?

- Conduct anonymous and regular employee surveys
- Emphasize the meaningfulness of your work
- Foster social connections
- Consider alternative work schedules
- Determine what your employees value
- HELP your employees with their work



# Create a Positive Work Culture Together!

- Respect everyone's personal threshold for coping
- Celebrate one another's differences
- Graduate from high school
- Stop holding grudges
- Move forward
- Avoid blame
- Talk to your manager about your personal thresholds for stress and burnout
- Communicate with one another

# What can everyone do?

- Remember feelings are temporary
- Create an office that feels more like home (lounge/couch area, bean bags, coffee pots/fridge, lamps)
- Show appreciation for one another's strengths



# Services I Provide

Individual, couples, family, and group therapy

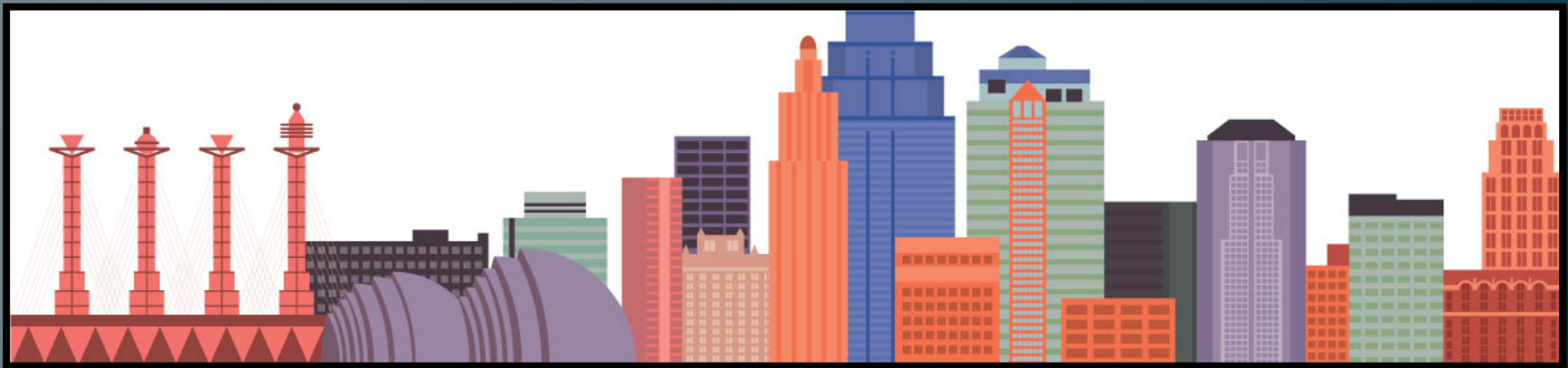
Peer support groups for first responders/child welfare workers/helping field personnel

Critical incident stress debriefing

Stress/Burnout and self-care seminars



[www.HelpForKC.com](http://www.HelpForKC.com)



KC Metro resources for residents and professionals  
in the palm of your hand!

The background of the slide features a light gray gradient with a pattern of thin, vertical, slightly wavy lines in a muted teal color. A solid teal horizontal bar spans the width of the slide, containing the text. A thin yellow line is positioned above and below this teal bar. At the bottom of the slide, there is a solid gray horizontal bar.

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**Have a great day!**

