

# BURNOUT

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KATARINA ZERZAN

# WHO AM I – KATARINA ZERZAN (SHE/HER)



I am Experienced Project/Program Manager responsible for 3 Development Programs & Employee Resource Group Pride EMEA Co-Lead within Dell Technologies. To enhance my skills that I'm passionate about I've created a podcast "Knowledge Empowers" with my friends via which we spread our knowledge about corporate worlds that not only young generation can learn from but literally anyone. The other activity close to my heart is volunteering. Joining Diversity Pro NGO enabled me to deep dive into LGBTI+ topic, organizing business forums, create and teach on Diversity & Inclusion.

Passion for drawing ([@mousy.sk](#)) & exercising

## Knowledge empowers podcast:

- [LinkedIn](#)
- [Spotify](#)
- [YouTube](#)
- [Other Podcasts channels](#)



# AGENDA

- Introduction
- Burnout definition
- Stress vs Burnout
- Burnout phases
- Prevention

What **interests** you in this topic?



# WHAT IS BURNOUT

- Job burnout is characterized by **exhaustion**, lack of **enthusiasm** and **motivation**, feelings of **ineffectiveness**.
- It may have the dimension of **frustration** or **cynicism**, and as a result, **reduced efficacy** within the workplace.
- When your career path has brought you to the point where your personal well being is affected negatively.
- The term burnout in psychology was coined by Herbert Freudenberger.
- Risk of burnout -> Mismatch of Job and Person

*Work overload, Lack of control, Insufficient recognition, Not functioning relationships in workspace, Absence of fairness, Value conflicts.*



**"I don't know if it's burnout, but I set off the smoke alarm six times today!"**

# STRESS VS BURNOUT



Stress	Burnout
Overengagement	Disengagement
Overreactive emotions	Blunted emotions
Hyperactivity & Urgency	Hopelessness & Helplessness
May lead to anxiety disorders	May lead to depression & detachment
Primary damage - Physical	Primary damage - Emotional
Risk of heart attack	Risk of suicide
Up the hill	Down the hill

# BURNOUT RISK FACTORS

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## I. Profession



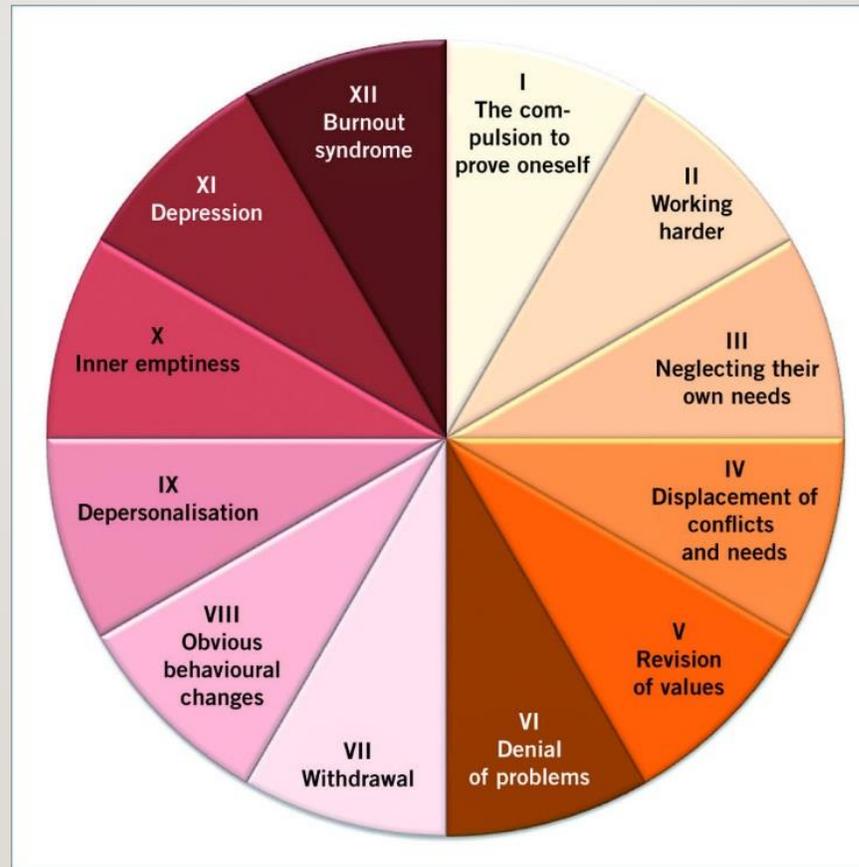
## 2. Personality

## 3. Attitude to work

## 4. Stress resistance



# BURNOUT PHASES - FREUDENBERGER

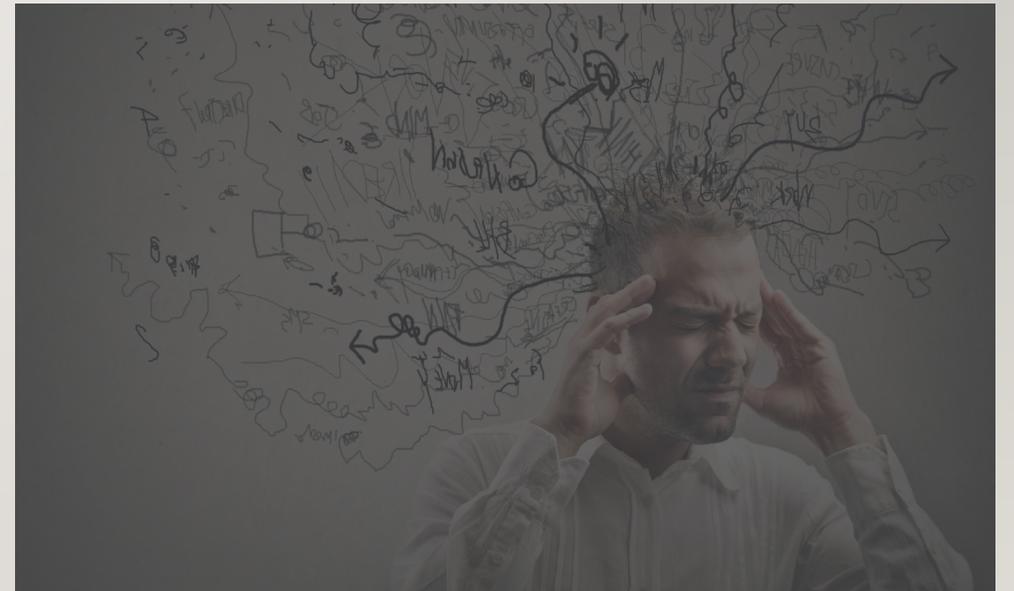


# BURNOUT PHASES – FREUDENBERGER

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## I. THE COMPULSION TO PROVE ONESELF

- Once the wish to prove oneself changes to compulsion that creates inner unease.
- High self-expectations in the beginning
- Obsessive determination to succeed
- Feelings of loneliness



# BURNOUT PHASES – FREUDENBERGER

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## 2. WORKING HARDER

- Tend to take on more work to reach their ambition
- People in second phase have urge to do everything by themselves in order not to lose control
- Many times people around misjudge this obsessive determination with eagerness
- Feelings of insufficiency



# BURNOUT PHASES – FREUDENBERGER

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## 3. NEGLECTING THEIR OWN NEEDS

- Personal needs are considered disturbing, postponed or forgotten
- Loss of sense of humor
- Artificial smile takes place of a good laugh
- People in this stage are slowly withdrawing from social contacts



# BURNOUT PHASES – FREUDENBERGER

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## 4. DISPLACEMENT OF CONFLICTS AND NEEDS

- People in this stage are aware that something is not right
- Usually it is a threat to see the root of their problem
- It may keep them from reaching their goals, so it may be unconscious
- First physical symptoms



# BURNOUT PHASES – FREUDENBERGER

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## 5. REVISION OF VALUES

- Change of perceptions
- It may be difficult to recognize what is important and what is unimportant
- The past and the future is put aside like there is only present
- Values and priorities may be changed, mixed up or unclear
- People may be emotionally blunted in this phase



# BURNOUT PHASES – FREUDENBERGER

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## 6. DENIAL OF PROBLEMS

- People in this phase would not admit their behavior has changed but they grew more intolerant, cynical and aggressive
- As a result of changes in behavior they may lose social support
- They blame their problems on circumstances or others
- Feelings of isolation, anger and anxiety may show



# BURNOUT PHASES – FREUDENBERGER

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## 7. WITHDRAWAL

- People in this phase withdraw from themselves, their emotions and people around them
- Hopelessness
- Loss of direction



# BURNOUT PHASES – FREUDENBERGER

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## 8. OBVIOUS BEHAVIORAL CHANGES

- More isolation, people around see obvious behavioral changes - apathy, shyness, fearfulness
- If someone tries to get closer, they might see it as attack, but it's possible to come closer very gently



# BURNOUT PHASES – FREUDENBERGER

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## 9. DEPERSONALIZATION

- Loss of contact with oneself, with one's emotions, one's own priorities and personal future
- Loss of contact with the world
- Close people seem to not exist
- The person seems to not exist
- Life is a series of mechanical functions



# BURNOUT PHASES – FREUDENBERGER

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## 10. INNER EMPTINESS

- Feelings of inner emptiness, worthlessness & exhaustion
- Smoking, drinking alcohol, sex & drugs might be (mis)used to not feel the emptiness
- A person may become phobic, and may not be able to stay alone - not even for a little while



# BURNOUT PHASES – FREUDENBERGER

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## II. DEPRESSION

- Person doesn't care anymore
- Exhaustion & hopelessness are the main feelings
- Might just want to sleep all the time
- Possibility of suicidal thoughts



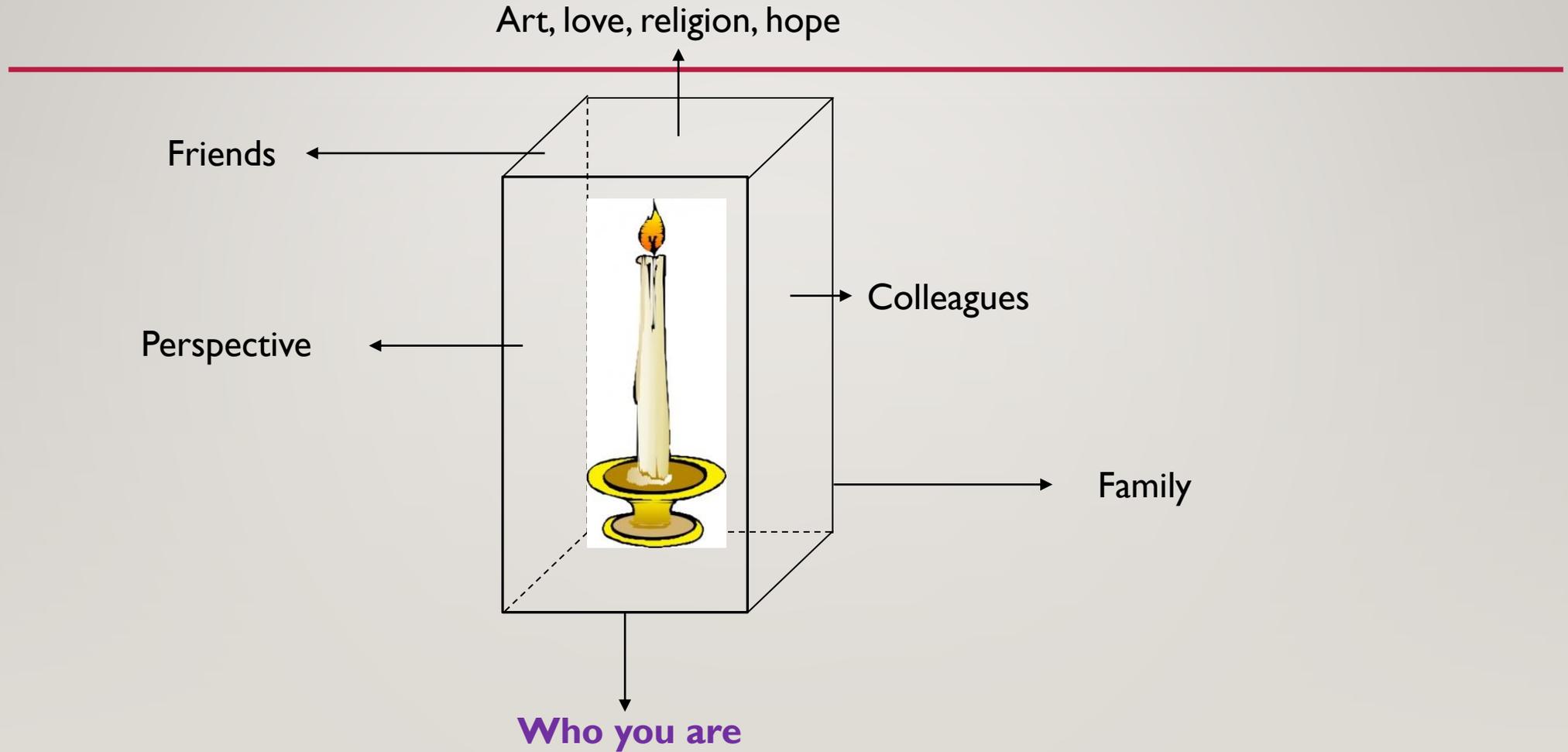
# BURNOUT PHASES – FREUDENBERGER

## 12. BURNOUT SYNDROME

- Sources are totally depleted
- Total mental & physical collapse

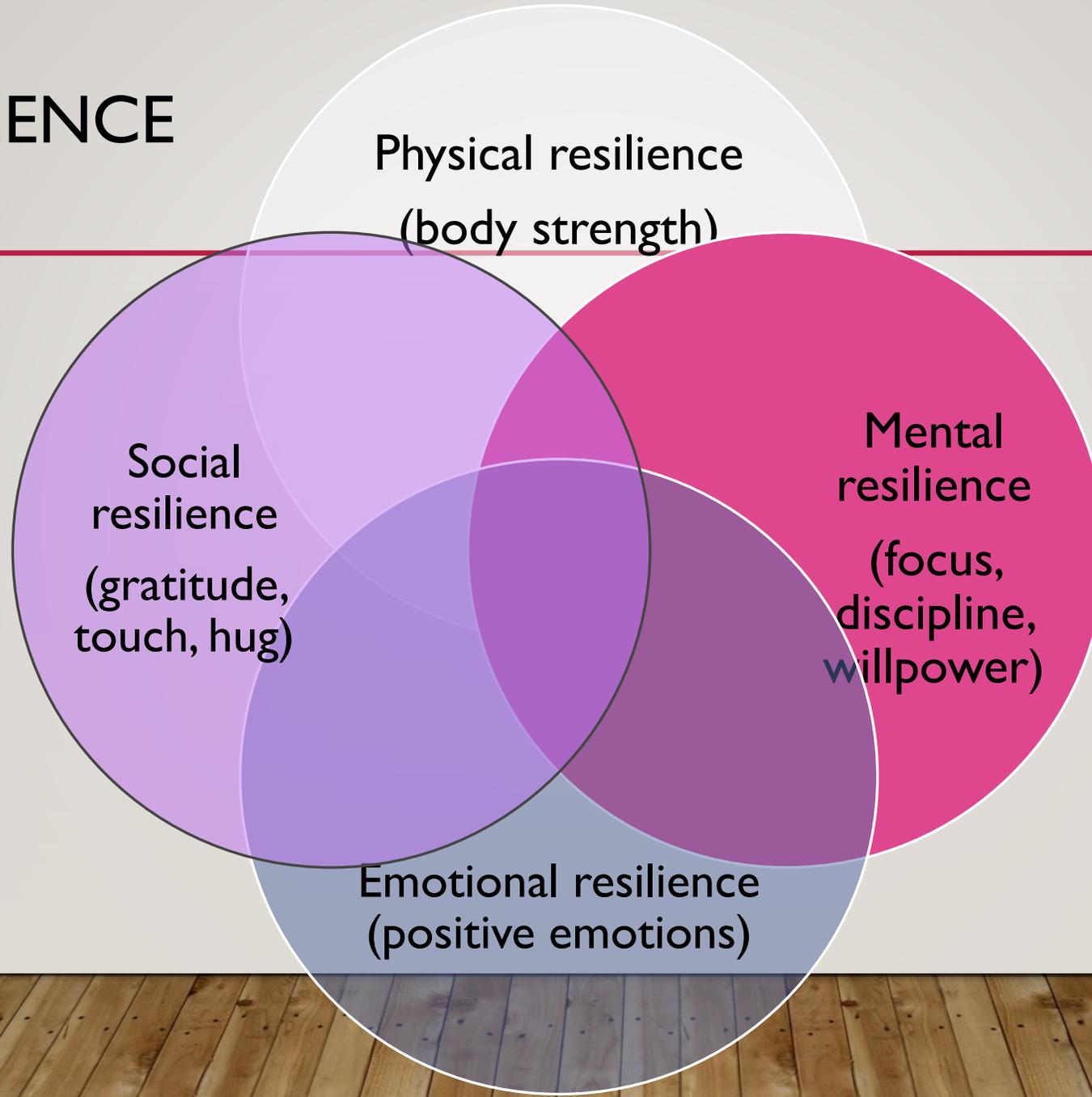


# PREVENTION



# RESILIENCE

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# PHYSICAL RESILIENCE

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Stand up and take  
three steps

**OR**

Stand up, make your  
hands into fists, raise  
them over your  
head as high as you  
can for 5s

One thing you can do to boost your physical resilience is to not sit still. Every single second that you are not sitting still, you are actively improving the health of your heart, and your lungs and brains.

# MENTAL RESILIENCE

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Snap your fingers  
exactly 50 times

**OR**

Count backwards  
from 100 by 7: 100,  
93, 86,...

Now you have more mental focus, more discipline, determination and willpower. We know from the scientific research that willpower actually works like a muscle. It gets stronger the more you exercise it.

# EMOTIONAL RESILIENCE

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If you're inside, find a window and look out of it. If you're outside, find a window and look in

**OR**

Do a quick YouTube or Google image search for "baby [your favorite animal.]"

# EMOTIONAL RESILIENCE

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If you can manage to experience three positive emotions for every one negative emotion over the course of an hour, a day, a week, you dramatically improve your health and your ability to successfully tackle any problem you're facing. And this is called the three-to-one positive emotion ratio.

# SOCIAL RESILIENCE

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Shake someone's hand  
for six seconds

**OR**

Send someone a quick  
thank you by text,  
email, inspire,  
Facebook or Twitter

A great way to boost social resilience is gratitude. Touch is even better. Shaking someone's hand for six seconds dramatically raises the level of the trust hormone - oxytocin in your bloodstream.

# HOW LONG IT TAKES TO GET OUT OF IT

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- No answer
- Individual – it varies
- There is a need of immediate help from doctors and psychologists
- You are not alone – friends, family, whoever to whom you trust
- Change of environment
- Stress voidance



What **interests** you in this topic?

# RESOURCES

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- Check psychiatrist Max Kašparů - <https://www.youtube.com/watch?v=M3KytsbBNi8> (available in Czech language)
- "Understanding Burnout," Prof. Christina Maslach (U.C. Berkeley) - <https://www.youtube.com/watch?v=4kLPyV8IBbs>
- Job burnout: How to spot it and take action - <http://www.mayoclinic.org/healthy-lifestyle/adult-health/in-depth/burnout/art-20046642>
- Dealing with Burnout - <https://www.psychologytoday.com/basics/burnout>
- Amy Cuddy - Your body language shapes who you are: [https://www.ted.com/talks/amy\\_cuddy\\_your\\_body\\_language\\_shapes\\_who\\_you\\_are](https://www.ted.com/talks/amy_cuddy_your_body_language_shapes_who_you_are)
- **Emotional Intelligence** - Daniel Goleman Bantam Press (1999) – book
- Jane McGonigal - Resilience: [https://www.ted.com/talks/jane\\_mcgonigal\\_the\\_game\\_that\\_can\\_give\\_you\\_10\\_extra\\_years\\_of\\_life](https://www.ted.com/talks/jane_mcgonigal_the_game_that_can_give_you_10_extra_years_of_life)
- Robert Fulghum - All I Really Need To Know I Learned In Kindergarten: [http://www.kalimunro.com/learned\\_in\\_kindergarten.html](http://www.kalimunro.com/learned_in_kindergarten.html)
- <https://chopra.com/articles/10-powerful-mudras-and-how-to-use-them>
- **Knowledge empowers podcast** – talks about emotions: [LinkedIn](#); [Spotify](#); [YouTube](#); [Other Podcasts channels](#)



• Thank you for participating and being active

THANK YOU