



HOMELESS TRAINING INSTITUTE

# BURNOUT & STRESS



*Just in case 2021  
is as bad as 2020*

## WHAT IS BURNOUT?

The three hallmarks of burnout are:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

## SCIENCE BEHIND BURNOUT & STRESS

Burnout is not just emotional.

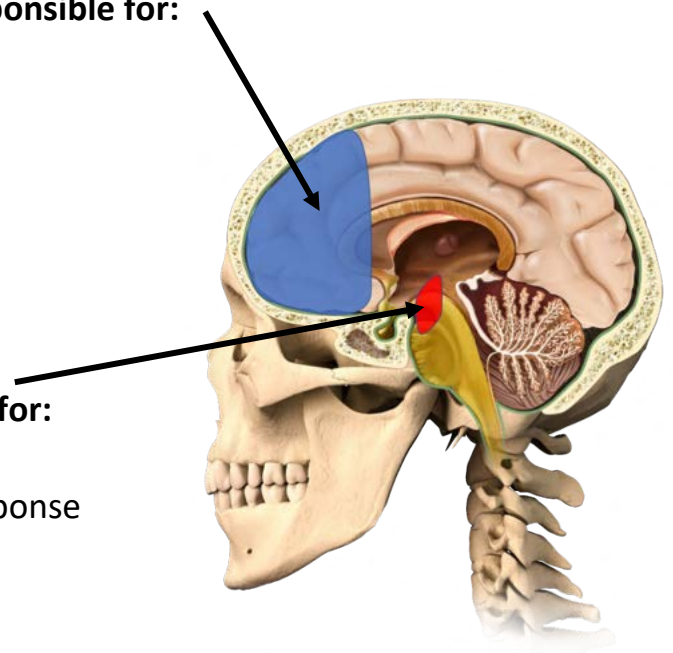
It actually changes your \_\_\_\_\_.

The \_\_\_\_\_ Cortex is responsible for:

- \_\_\_\_\_ making
- Abstract \_\_\_\_\_
- \_\_\_\_\_ regulation

The \_\_\_\_\_ is responsible for:

- \_\_\_\_\_ or flight response
- \_\_\_\_\_ memories



Burnout \_\_\_\_\_ the amygdala. This puts you into fight or flight mode more often.

Burnout \_\_\_\_\_ connections between the amygdala and the prefrontal cortex.

This makes it \_\_\_\_\_ for the prefrontal cortex to manage \_\_\_\_\_ emotions.

Burnout \_\_\_\_\_ the frontal cortex.

This makes it even HARDER to manage \_\_\_\_\_ emotions.

Remember the stress hormone \_\_\_\_\_ from the core training?

Chronic \_\_\_\_\_ releases a lot of cortisol.

Paradoxically, when cortisol levels have been too \_\_\_\_\_ for too \_\_\_\_\_, the body responds by producing abnormally low levels of cortisol (called \_\_\_\_\_.)

This has all sorts of \_\_\_\_\_ effects on the body.



## BURNOUT Just in case 2021 is as bad as 2020

Does burnout sound a lot like \_\_\_\_\_? It should.

People with burnout show similar

\_\_\_\_\_

\_\_\_\_\_ to people

with early life

\_\_\_\_\_.



One of the key ideas is that people with burnout have a harder time modulating strong  
\_\_\_\_\_ emotions.

## HOW TO PREVENT IT/FIX IT

There is all of the usual advice:

- \_\_\_\_\_
- Go on vacations
- \_\_\_\_\_ right
- Sleep more
- \_\_\_\_\_ more
- Hang out with friends and family
- \_\_\_\_\_ and mindfulness  
(we'll come back to this one)



The problem with the usual advice is that it is designed to help an individual cope with a  
\_\_\_\_\_ work environment.

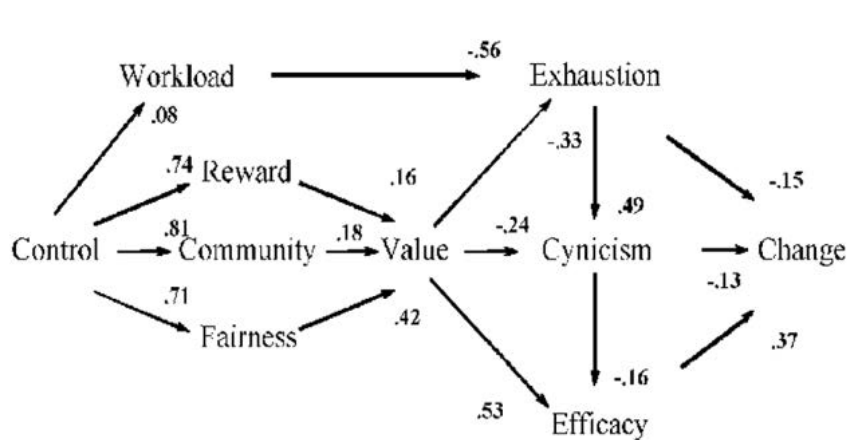
It doesn't make any effort to \_\_\_\_\_ the environment, which –  
according to the research – is key.

## BURNOUT Just in case 2021 is as bad as 2020

According to the research, there are six areas of your work life that either contribute to burnout or help guard against it.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_

The six areas are not equal. In fact, researchers built a complicated graphic to show exactly how the different factors interact with one another and with the three key traits of burnout (exhaustion, cynicism and efficacy).



Basically, what that says is that \_\_\_\_\_ is the starting place and \_\_\_\_\_ are especially effective at preventing burnout.



# BURNOUT-PROOF YOUR WORKPLACE

## IF YOU'RE A MANAGER

### VALUES

BRING  
THEM TO LIFE

#### STEP 1

Write down how your organization changes the world

#### STEP 2

Remind people constantly of how their work changes the world

- In meetings
- 1-on-1
- In emails

### CONTROL

GIVE  
UP SOME

#### STEP 1

Meet with your staff  
1-on-1 regularly

#### STEP 2

The magic phrase: "I trust you."

#### STEP 3

Praise effort regardless  
of outcome

### SUPPORTIVE COMMUNITY

CREATE  
ONE

#### IN GROUP MEETINGS

"Happy stuff"  
"Happy notes"

#### IN 1-ON-1

"Weekly Praise"

#### IN EMAIL

"Monthly Praise"

**BURNOUT** Just in case 2021 is as bad as 2020

# BURNOUT-PROOF YOUR WORKPLACE

**IF YOU ARE A MANAGER**



# BURNOUT-PROOF YOUR WORKPLACE

## IF YOU'RE NOT A MANAGER

### VALUES

LIVE THEM  
AT WORK

#### STEP 1

Write down your "why"

#### STEP 2

Put a physical reminder of your values at work

#### STEP 3

On good days, keep a note or memento of the difference you made

#### STEP 4

On bad days, remind yourself that bad days are your gift to a hurting world

### CONTROL

CARVE  
SOME OUT

#### STEP 1

Ask to meet with your manager regularly

#### STEP 2

Option 1: Don't always ask permission (but then rock it)  
Option 2: Trial with "stop limit"

#### STEP 3

Admit mistakes immediately

#### STEP 4

Publicly give your boss some credit

### SUPPORTIVE COMMUNITY

CREATE  
ONE

#### IN GROUP MEETINGS

Praise good work

#### IN 1-ON-1

Thank your supervisor

#### IN EMAIL

Send "Praise emails"

HELP!



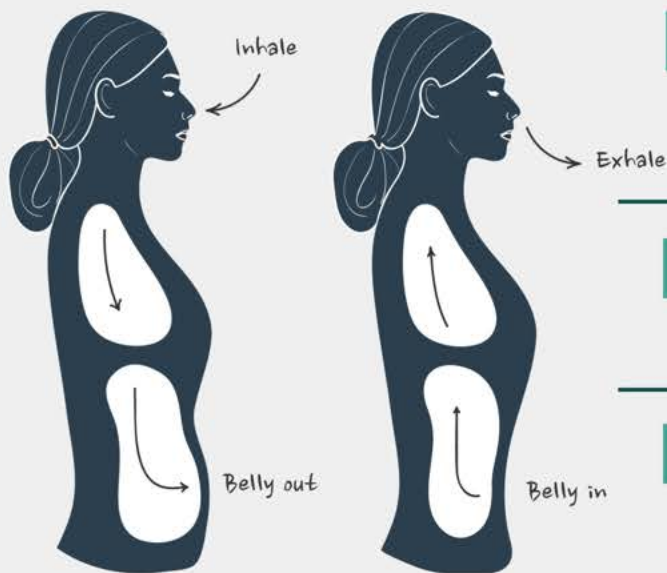
## IF YOU ARE NOT A MANAGER



# SCIENCE-BASED STRESS REDUCTION TECHNIQUE

## DIAPHRAGMATIC (BELLY) BREATHING

START WITH 5 MINUTES, WORKING YOUR WAY UP TO 20 MINUTES.



### STEP 1 4 SECONDS

Breathe in through your nose using your diaphragm. Your stomach should move, but not your chest or shoulders.

### STEP 2 2 SECONDS

P A U S E

### STEP 3 6 SECONDS

Breathe out through your mouth using your diaphragm (if you are alone you can purse your lips like you are blowing out a candle)

*IT WORKS BECAUSE IT ACTIVATES YOUR  
PARASYMPATHETIC NERVOUS SYSTEM*

### SYMPATHETIC NERVOUS SYSTEM

#### ACTIVATES WHEN YOU GET STRESSED

- Releases adrenaline and cortisol
- Increases heart rate, blood pressure and breathing

**GAS PEDAL FOR ANXIETY**



### PARASYMPATHETIC NERVOUS SYSTEM

#### CALMS YOU DOWN AFTER STRESS

- Dampens the Sympathetic Nervous System
- Slows heart rate
- Reduces cortisol

**BRAKE PEDAL FOR ANXIETY**

# SCIENCE BASED STRESS MANAGEMENT



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