



# Avoiding Burnout HR Supervisor Series

Charles Redwine, Regional Director  
Valerie Searcy-Cox, Human Resources Director  
May 2019





## Meet our team for this HR Teleclass: Avoiding Burnout

### Your host



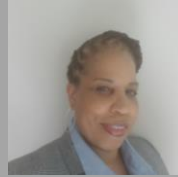
Francine  
Dillard  
Director of  
Learning  
and Development

### Your SME



Charles  
Redwine  
Regional  
Director

### Your SME



Valerie Searcy-  
Cox  
Human Resources  
Director

### Your SME



Rhett Davis  
PLAD LMS  
Administrator



# Welcome!

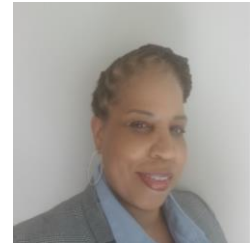
## Charles Redwine, Regional Director

Mental health therapist and leader working with trouble youth and people in crisis since 1979. Fully licensed in 1993 as a Marriage and Family Therapist, he brings 32 years of national and international administrative leadership experience to Dockside Services.



## Valerie Searcy-Cox, Human Resources Director

HR Professional with over 20+ years of Human Resources experience in various fields including Non-for-Profit; Academia, Professional Services and Manufacturing. Valerie has a Master's degree in Human Resources from Loyola University in Chicago. Valerie has held the Society of Human Resources Management (SHRM) Senior Professional Certification since February, 2016. Valerie has been the HR Director for Pathway's Northern Region since December, 2016.





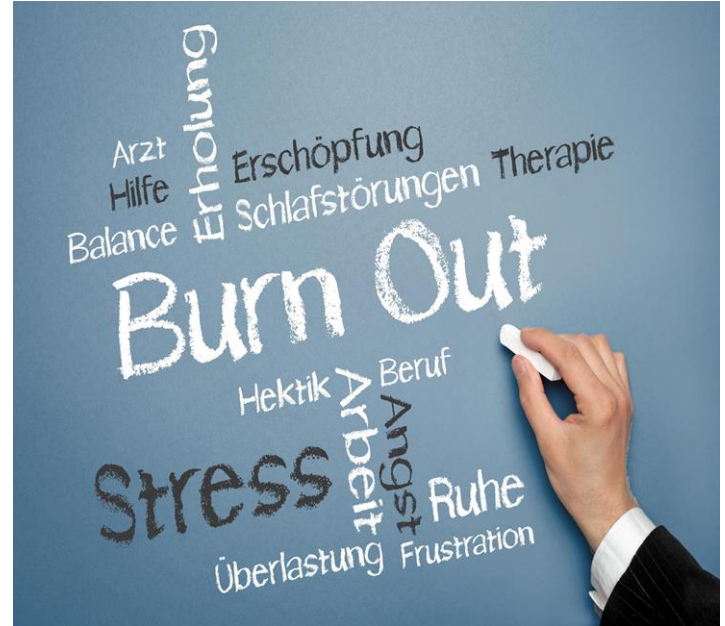
**Have you ever experienced burnout?**

- A. Yes
- B. No

Please select the appropriate response and click Submit.

## What is Burnout?

Burnout is defined as a psychological syndrome caused by a response to a regular emotional and interpersonal stress that can be categorized by three distinct symptoms: 1) emotional exhaustion, 2) depersonalization, and 3) feelings of ineffectiveness or lack of personal accomplishments.



## Signs of Employee Burnout

Emotional Exhaustion	Feelings of being depleted, over extended and fatigued
Depersonalization	Negative and cynical attitudes toward one's consumers or work in general
Feelings of ineffectiveness	Negative self-evaluation of one's work and effectiveness

## Career Fields of Fire

Depression and burnout affects as many as one-third of workers

- Nurses 33.3%
- Teachers 10-33%
- Mental Health 10-65%





## Which roles are in the fields of fire at Pathways?



*Use your questions pane to type in your answer*



## Recognizing Evolutionary Signs of Burnout

- Stress
- Tension
- Pre-burnout
- Burnout



## Sources of Employee Burnout

- Emotional effects of working with clients
- Administrative factors
- Inept workplace dynamics
- Conflict of values
- Insufficient reward
- Work overload
- Unclear job expectations
- Lack of social support



## Possible Effects of Burnout

- Excessive stress
- Fatigue
- Insomnia
- Sadness, anger or irritability
- Alcohol or substance abuse
- Emotional exhaustion
- Vulnerability to illness
  - Heart disease
  - High blood pressure
  - Type 2 diabetes
  - Depression



# Suicide

Let us not think we do not have a level of responsibility for the well being of our staff

Burnout is a serious emotional and mental health issue which can lead to failure, clinical depression and even suicide.

If they quit and leave they may be outside your responsibility, but did we help them to leave well and safely?



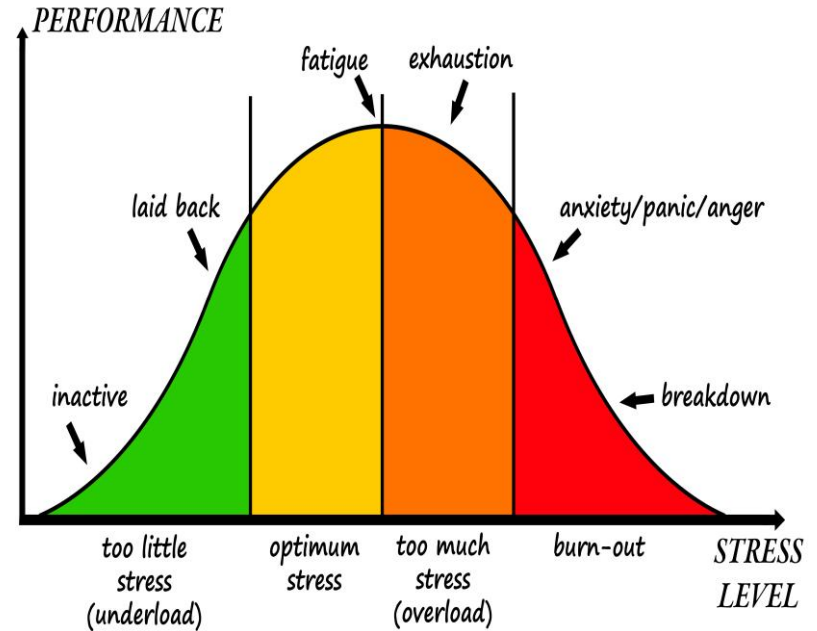
## What are some impacts of burnout?



*Use your questions pane to type in your answer*

## Impact on the Workplace

- Reduced efficacy and productivity
- Detachment from work and clients
- Increased absenteeism
- Poor workplace morale
- Increased turnover
- Breakdown in communication
- Greater risks of workplace accidents



## Burnout Case Study

Your employee was a stellar performer for 3 years, he interacted well with co-workers, never missed deadlines, had good relationships with clients and participated in after work activities with his team. In the last month this employee has been missing appointments, forgetting assignments, arriving late and having minimal interactions with his team and getting complaints from his client's family. He is also a very private person.

### How would you handle ?



*Use your questions panel to type in your answer*



## Supervisors can address and help avoid employee burnout

By ***communicating, motivating,*** and ***leading*** your employees, you can reshape their work life

Unfortunately, there is no quick fix for helping your employees deal with burnout

A real change needs to be made to their work environment, and their emotional state





## Communication

- Hold regular staff meetings
- Recognize and acknowledge their work
- Emphasize positives and downplay negatives
- Clarify expectations and Job requirements



## Motivation

- Find out what motivates your employees
- Encourage stress relievers
- Show your appreciation
- Encourage getting fresh air
- Encourage vacation days
- Encourage social support and respect among team members





# Leading Employees

- Provide clear expectations
- Ensure employees have the resources they need
- Encourage ongoing training
- Assign tasks according to unique skills
- Limit overtime
- Encourage participation in Pathways Employee Assistance Program (EAP)



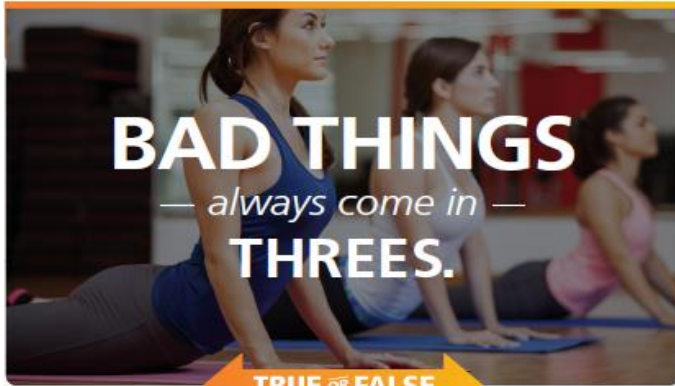
## 4 Steps to Manage and Prevent Employee Burnout

1. Recognize the early burnout signs
2. Determine the burnout causes through discussion with the affected individual
3. Provide support by reminding the employees that they are valued and cared for by their team and Pathways
4. Take action to analyze the problem and devise an actionable solution





# Pathways Employee Assistance Program (EAP)



**FALSE.**

When going through a rough patch, it can be tough to see the good things.

Life can throw a lot at you, from small worries to big concerns. If you find yourself focusing too much on relationship, work or other issues, your EAP benefit offers confidential help and support to help you take control.

A specialist will listen to your needs and connect you to the appropriate resources. Clinicians, counselors, mediators, lawyers and financial advisors are ready to help you with:

- Stress, anxiety and depression
- Marriage and parenting issues
- Workplace conflicts
- Sleeping problems
- Financial or legal questions
- Substance abuse or other addictions



# Pathways Employee Assistance Program (EAP)

As part of your benefits, EAP services are available at no extra cost. This includes referrals, seeing in-network clinicians and initial consultations with mediators or financial and legal experts

Want to retain a lawyer after your consultation? You'll get a 25 percent discount.

Access to [liveandworkwell.com](https://liveandworkwell.com) is always free. For more information, please refer to your employer-provided benefit information.

24-hour online access is also available at [liveandworkwell.com](https://liveandworkwell.com).

You and your family can also go online any time to:

- Check benefit information
- Submit online service requests
- Search the online clinician directory
- Use our virtual help centers to find information and resources for hundreds of everyday work and life issues
- Participate in interactive, customizable self-improvement programs

All records are kept confidential in accordance with federal and state laws.

Find a better balance between your work life and your home life — so you can enjoy life.

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Real people. Real life. Real solutions.

Your Employee Assistance Program

**866-248-4094**

Or log on to [liveandworkwell.com](https://liveandworkwell.com)

Access code: PWAYS

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## Burnout is also seen in Supervisors

Avoidance of responsibility

Overly detailed or quiet

Frequent segues to unrelated topics

Overt frustration, anger and making accusations about the employee's investment in the work





## When was the last time you took a stress assessment?

- A. Less than 3 months
- B. 3 to 6 months
- C. More than 6 months
- D. Never

Please select the appropriate response and click Submit.



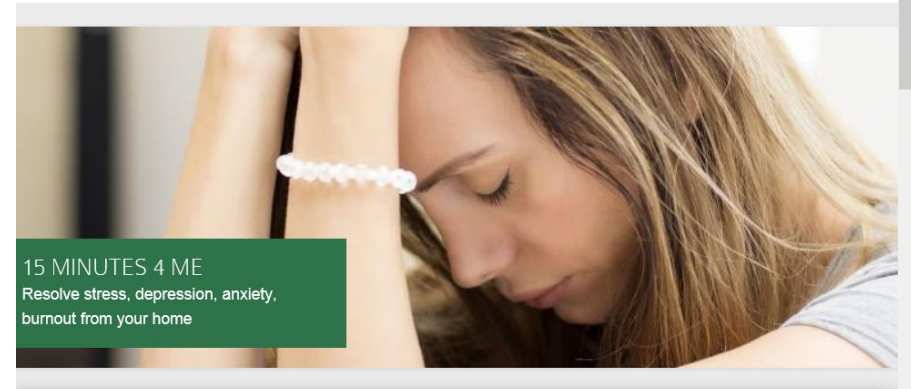
# An Assessment Tool for you and your Team

<https://www.15minutes4me.com/>

Upon completion, you will receive a score on Stress, Anxiety and Depression



EN ES FR NL BE Sign in ^



Self-help Program heals Stress, Depression, Anxiety, Burnout

## Tips to Avoid Burnout

First, take care of yourself by **fueling up**.

- Sleep well
- Eat healthy
- Exercise, etc.

**Destroy burnout** by not avoiding it.

We know this but...



## Avoiding Burnout Exercise



**Score yourself, on a scale of 1-10, 10 being highest, where do you rank yourself in these 3 areas (Sleep well, Eat healthy & Exercise)?**

## Don't Burnout, Fuel Up!

- Sleep well
- Eat healthy
- Exercise
- Take time off!
- Push yourself in one area
- Take a day and get out of the house
- Go and do for you
- Find a hobby, please!
- Do something, learn something which has nothing to do with your field!



## Don't Avoid Burnout, Destroy It!

- Practice, be an example of good self-care.
- Take more time to laugh!
- Smile! Smile! Smile!
- What example are you setting?
- Find, build, grasp, run to support!
- Set a standard for being honest and transparent in relationships.
- Leave work early, oops, did I say that?
- Make self-care part of your office culture



## Okay Redwine, Put Up or Shut Up!

What do I do for self-care?

- I hit the gym 3-5 times a week, ran 5K on 5/11/19
- I train and teach martial arts
- I love gardening!
- I invest in my church
- I take time weekly to focus on my wife
- I kiss on grandkids and my puppy
- I call and catch up with old friends





## What are you doing for self-care?



*Use your questions pane to type in your answer*

## Key Points to Remember

- Recognize the early signs
- Determine the cause of burnout
- Provide support
- Work with your human resources team
- Communicate, motivate and lead
- Take action
- Self-care







## Questions



*Use your questions pane to type in your questions*





# HR Resources to Support You!

## Human Resources Generalists

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Valerie Searcy-Cox [Valerie.Searcy-Cox@pathways.com](mailto:Valerie.Searcy-Cox@pathways.com) ME, IL, & PA

## VP and National Human Resources Leader

Denise Carpenter [Denise.Carpenter@pathways.com](mailto:Denise.Carpenter@pathways.com)



# Our Next Session - Interviewing

**Course Title:** VRT HR Series: **Interviewing**

**Course Description:** Job interviews can be a nerve-wracking experience for the applicant and a time-consuming exercise for the hiring company. However, they play a key role in determining whether the company and candidate will make an effective match. As such, the interviewing process provides a great deal of value for the company and candidate alike. During the course of this presentation you will learn how to Assess the Applicants Experience, Training, and Skills. We will also cover best practices and practical tips of interviewing.

- **Session Faculty:** Jaime Ross, National Recruiting Manager
- **Session Date:** June 20<sup>th</sup>, 2019
- **Session Time:** 2:00pm EST / 1:00pm CST / 12:00pm MST / 11:00am PST
- **Session Duration:** 1 Hour



**Thank You!**

