

Navigating Burnout

Resilience Through Community, Connection and Care

Supporting Others and Yourself in Challenging Times

ABOUT ME

Career & Leadership Coach, Speaker and Facilitator:

- Advance leadership education that emphasizes mastery of social, emotional and somatic intelligence.
- Help purpose-driven professionals align their passions, values and talents to a meaningful career.
- Help leaders develop success skills for courage, connection and conflict resilience.

**Certified Coach (Integrative Enneagram/MBTI);
Certified Personal Trainer & Exercise Physiologist
(ACSM); Certified Life Coach (in progress, ULCT)**

**University of Nebraska Alum: M.Ed Higher Ed Admin
(14) & B.S. Dietetics (11)**





Laying Bricks

A resilience story from Will Smith.

OUR TOOLS

<https://bit.ly/resilientconnection>

- **Recognizing Burnout with a Career Wellness Inventory**
- **Building Community with Supportive Communication**
- **Building Personal Resilience with Emotional Literacy**



Burnout

Overview and Career Wellness Inventory

BURNOUT DEFINED

- **"Extinction of motivation"**
- **"Insufficient recovery between stressors"**
- **"Chronic workplace stress that has not been successfully managed"**
- **"State of vital exhaustion"**
- **"Work-induced depression"**

Distraction

VS.

Disruption

BURNOUT DEFINED

- "Extinction of motivation"
- "Insufficient recovery between stressors"
- "Chronic workplace stress that has not been successfully managed"
- "State of vital exhaustion"
- "Work-induced depression"

Prolonged exposure to workplace stress without adequate recovery resulting in a disruption to the ability to work, live, and love.

SOURCES OF WORKPLACE STRESS

- ✘ **Unmanageable workload**
- ✘ **Unreasonable time pressure**
- ✘ **Unfair treatment**
- ✘ **Insufficient reward**
- ✘ **Lack of leader support**
- ✘ **Lack of community support**
- ✘ **Lack of autonomy/control**
- ✘ **Unclear communication from leaders**

IN COVID-19 CONTEXT

- ✘ **Constant change**
- ✘ **Constant crisis**
- ✘ **Unclear roles, goals, expectations**
- ✘ **Overall life stress**
- ✘ **Misaligned talents and values**
- ✘ **Disruption in shared understanding, knowledge, routines, etc.**

In May 2020,

41%

*of employees found themselves **burned out** from the stress of managing work amidst **COVID-19**. **Almost double (23%)** from a similar study just a few months before.*

41%

*of Americans struggle with mental health issues from the pandemic. **That number increases to***

75%

*of among those **18-24 years old.***

LIVE FROM THE AUDIENCE

<https://bit.ly/resilientconnection>

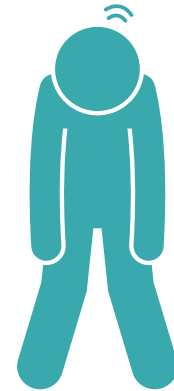
- What does **burnout** look like? Feel like?
- Respond: *Burnout looks like _____ and feels like _____.*

SIGNS AND SYMPTOMS

Constant complaining



Lack of confidence



Frequent illness



Focus problems, forgetfulness



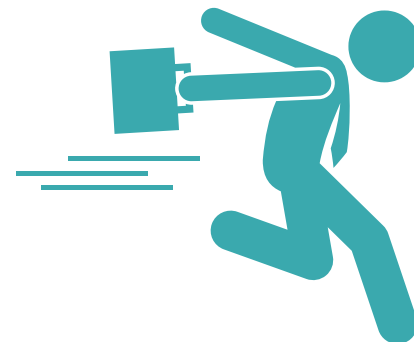
Energy depletion with inability to recharge



Body tension



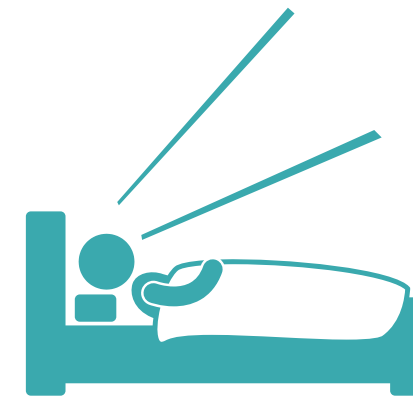
Arriving late, leaving early



Unapologetic disengagement



Sleep disruption



Lack of meaning and motivation



Career Wellness Inventory

A note on grief.

Community, Connection & Care

Building Collective Resilience with Supportive Communication

**"Care matters more than ever. Employees
who *feel cared for at work* are**

3.2x

more likely to be *happy at work*."

LIVE FROM THE AUDIENCE

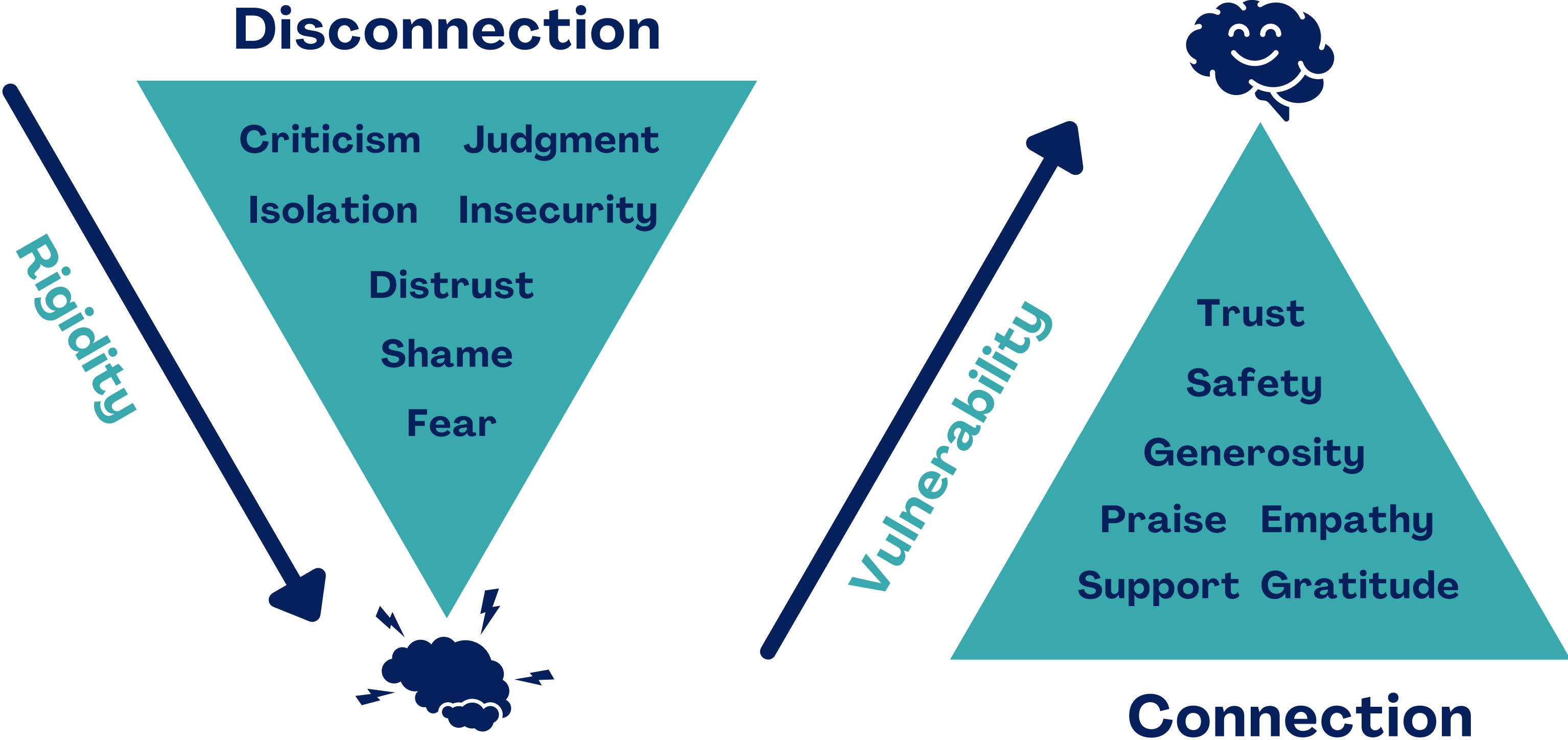
- What does **disconnection** look like? Feel like?
- Respond: *Disconnection looks like _____ and feels like _____.*

LIVE FROM THE AUDIENCE

- What does **connection** look like? Feel like?
- Respond: *Connection looks like _____ and feels like _____.*

Connection is being heard and seen.

The Neuroscience of Connection:



LIVE FROM THE AUDIENCE

- What does **vulnerability** look like? Feel like?
- Respond: *Vulnerability looks like _____ and feels like _____.*



**Courage and vulnerability are twins--
they always go together.**

Moe Carrick

Supportive Communication

SUPPORTIVE COMMUNICATION

- 1 **CHECK-IN:** create recurring, consistent spaces to see and hear each other.
- 2 **VALIDATE:** listen to feelings, needs, emotions, experiences with non-judgment.
- 3 **CIRCLE BACK:** provide follow-up and demonstrate follow through.

Repeat.

SUPPORTIVE COMMUNICATION

1

CHECK-IN: create recurring, consistent spaces to see and hear each other.

2

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Repeat.

WHEN TO CHECK-IN

- 1 At the beginning and end of **1:1/team** meetings.
- 2 At recurring, consistent and committed times.
- 3 Human moments (high stakes/high emotions).
- 4 When assigning, re-assigning or changing **roles, goals, expectations, projects, duties and tasks.**

"WHAT...?"

- 1 "What do you need out of...?"
- 2 "Did you get what you needed out of...?"
- 3 "What does support look like?"
- 4 "What can I do to help?"

CONTRASTING

- 1 "What's been a challenge? What's been a win?"
- 2 "What's working? What's not working?"
- 3 "What would be helpful? What wouldn't?"
- 4 "What do you want to happen? What do you not want to happen?"

✕ "Let me know...!" ✕

AFTER CHECKING IN

- 1 **Pause until they respond.**
- 2 **Listen with non-judgment and ask clarifying questions.**
- 3 **Validate** the information offered.

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TABLE CONVERSATION

<https://bit.ly/resilientconnection>

- What does **invalidation** look like? Sound like?
- **Share in the spirit of safety and learning.*

LIVE FROM THE AUDIENCE

<https://bit.ly/resilientconnection>

- What does **validation** look like? Sound like?
- **Share in the spirit of safety and learning.*

INVALIDATING

- ✘ "Just be positive!"
- ✘ "There is nothing to be upset about."
- ✘ "Everything happens for a reason."
- ✘ "It's God's plan."
- ✘ "You're just checked out."
- ✘ "Don't be so angry."
- ✘ "There's no reason to cry."

VALIDATING

- ✔ "Your feelings are valid."
- ✔ "Thank you for sharing this with me."
- ✔ "I'm sorry you have to experience this."
- ✔ "Take your time, I'm listening."
- ✔ "I'm sad to hear you're struggling."
- ✔ "Tell me more."
- ✔ *Empathetic silence.*



**I've talked to nearly 30,000 people on this show,
and all 30,000 had one thing in common.**

They all wanted validation.

-Oprah

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CIRCLE BACK

- ✓ **Follow-up: give a status update.**
- ✓ **Follow-through: communicate action taken.**
- ✓ **Continue the conversation; partner together to find solutions.**



Support is a **feeling**.

Decoding it from heart brain (where feelings live) to head brain (where rationality lives) will often take more than one conversation.

CIRCLE BACK

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Leaders set the tone.



"Employees who strongly agree that they feel supported by their manager are about 70% less likely to experience burnout regularly.

Gallup's Perspective on Employee Burnout: Causes and Cures

Personal Resilience

Supporting Yourself with Emotional Literacy

**Emotional literacy:
The power of language.**



"It's a huge part of the mythology around emotion that if we look it in the eye, it gives it power... the reality is, if we look it in the eye and name it, it gives us power."

-Brené Brown

Emotional Literacy



Emotional Empowerment



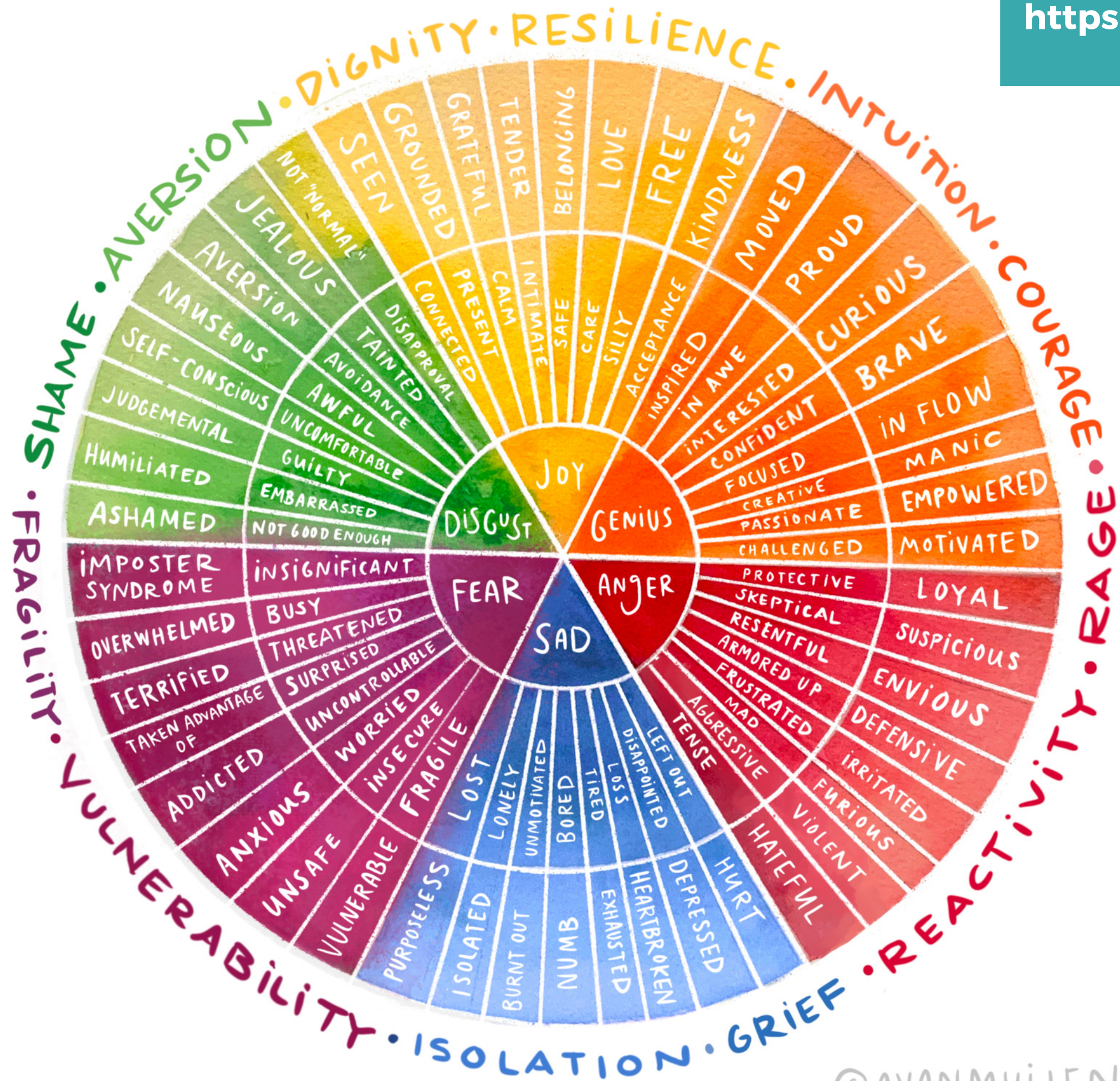
Emotional Resilience

EMOTIONAL LITERACY

- 1 **Name It**
- 2 **Feel It**
- 3 **Accept It**
- 4 **Support It**

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@AVANMUIJEN

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EMOTION = ENERGY IN MOTION



EMOTIONAL LITERACY

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RESISTING

- ✘ **Judging:** "This feeling is wrong."
- ✘ **Rationalizing:** "I shouldn't feel this."
- ✘ **Avoiding:** "I'll ignore this feeling."
- ✘ **Editing:** "I'll pretend I feel."
- ✘ **Blaming:** "It's their fault I feel."
- ✘ **Numbing:** "I'll drown out this feeling."

ACCEPTING

- ✔ **Acknowledgement:** "These feelings are valid."
- ✔ **Compassion:** "It's okay to feel this way."
- ✔ **Curiosity:** "What is this feeling teaching me?"
- ✔ **Courage:** "This is my honest feeling."
- ✔ **Responsibility:** "I feel."
- ✔ **Presence:** "I will give this feeling space to exist."

EMOTIONAL LITERACY

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COURAGE TO ASK FOR SUPPORT.

The vulnerability fall line.





**Courage and vulnerability are twins--
they always go together.**

Moe Carrick

**What would feel
like a luxury today?**

Whitney Sullivan



Energy audit: "Swiper, no swiping!"

"...awwww, mannn!"

SLY ENERGY SWIPERS THAT FUEL BURNOUT

- 1 **JUDGMENT:** labeling emotions, feelings, experiences and needs as good or bad.
- 2 **MINDSET:** believing needs are selfish.
- 3 **ATTACHMENT:** tethering self-worth to achievement and productivity.

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**YOU are your life and work's
most valuable asset.**

Whitney Sullivan

LIVE FROM THE AUDIENCE

Self-care isn't selfish.

Self-care is _____.

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"Compulsion to prove oneself."



Hope

A Feeling of Trust







“

"Hope is a form of resiliency."

-Danielle LaPorte

Thank you!



I'd love to connect with you!

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