

Recognizing and Preventing Burnout

Executive Summary

Missouri Leadership Academy, Class 10



Defining Burnout

According to the American Psychological Association, burnout is physical, emotional, or mental exhaustion accompanied by decreased motivation, lowered performance, and negative attitudes toward oneself and others. It results from performing at a high level until stress and tension, especially from extreme and prolonged physical or mental exertion or an overburdening workload, take their toll.

Causes of Burnout

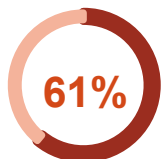
- Unfair treatment at work
- Having an unmanageable workload
- Unclear communication from management
- Lack of support from managers
- Unreasonable time pressures

Problem

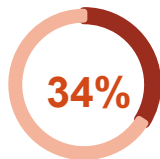
Burnout can affect team members' physical and mental health. Team members affected by burnout can also withdraw from responsibilities, isolate themselves from colleagues, procrastinate or avoid work, and be less empathetic. Burnout affects an organization's bottom line through reduced productivity, lowered engagement, loss of knowledge, expertise, and creativity, increased absenteeism, medical costs, safety risks, and turnover.

State Team Member Survey Results

According to a recent study by Gallup, 76% of employees experience burnout on the job at least sometimes. Our team conducted a survey in June 2023 of State of Missouri team members, to help us identify if our team members are experiencing some of the symptoms of burnout. These were some of the survey results:



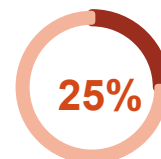
Worn out/
weary



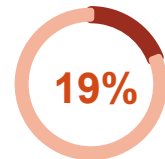
Anxious, uninspired,
frustrated



Irritability at
work



Work/life
balance struggle



Decreased
productivity

Problem Statement

What strategies can the State of Missouri provide to team members to help recognize burnout and implement processes to proactively prevent turnover?

Steps to a Solution



Recommendations

1. Encourage all supervisors and managers to view training videos on burnout from LinkedIn Learning.
2. Add questions to Exit Survey and Quarterly Pulse Survey to identify burnout related inefficiencies here at the State of Missouri.
3. All Departments to conduct Stay Interviews with their team members.

Our Leadership Academy team has identified potential training videos, survey questions, stay interview questions, and has also developed a Supervisor's Guide for Departments to consider for implementation.