

# BEING RESILIENT AND AVOIDING BURNOUT

Neil McGillicuddy, Ph.D.  
Employee Assistance  
University at Buffalo

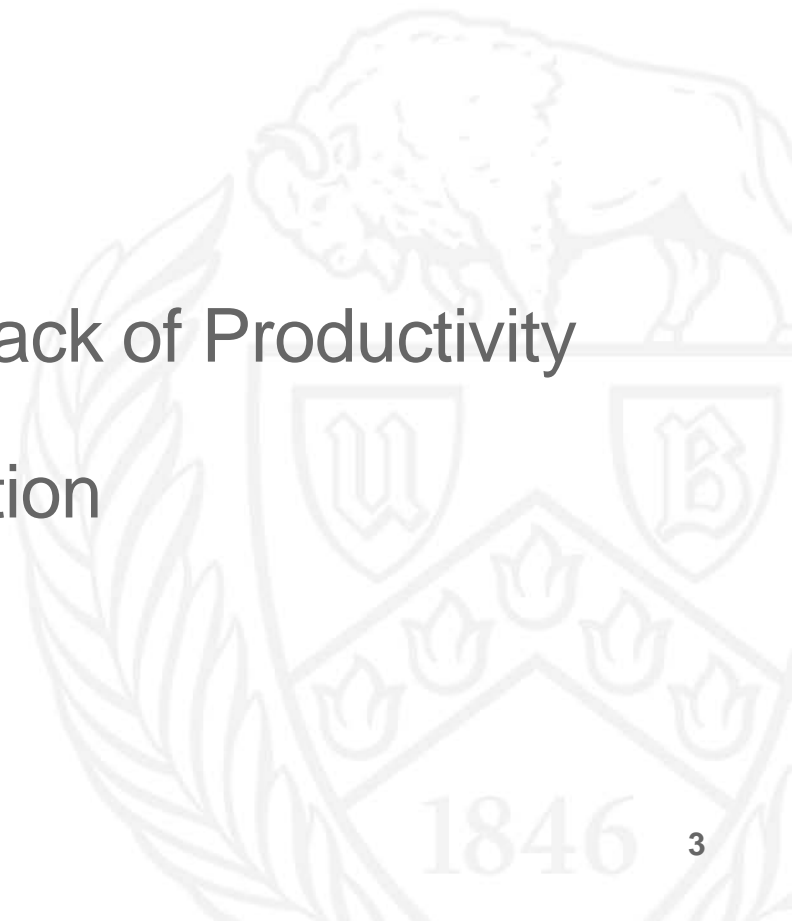


# Goals for Today

1. Understand the terms “Burnout” and “Resilience”.
2. Describe conditions that result in burnout.
3. Outline strategies that can prevent, or overcome, burnout.
4. Resiliency Best Practices.
5. Your Questions and Comments.

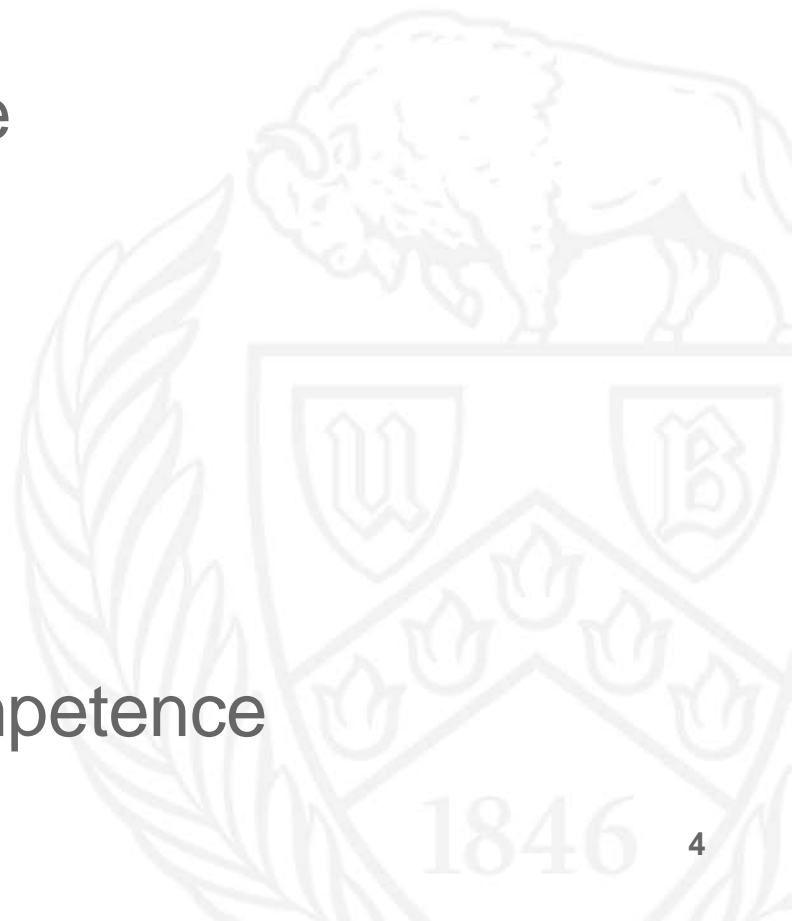
# BURNOUT CHARACTERISTICS

- Cynicism/Disillusionment
- TOO MUCH Stress
- Feelings of Ineffectiveness/Lack of Productivity
- Physical and Mental Exhaustion



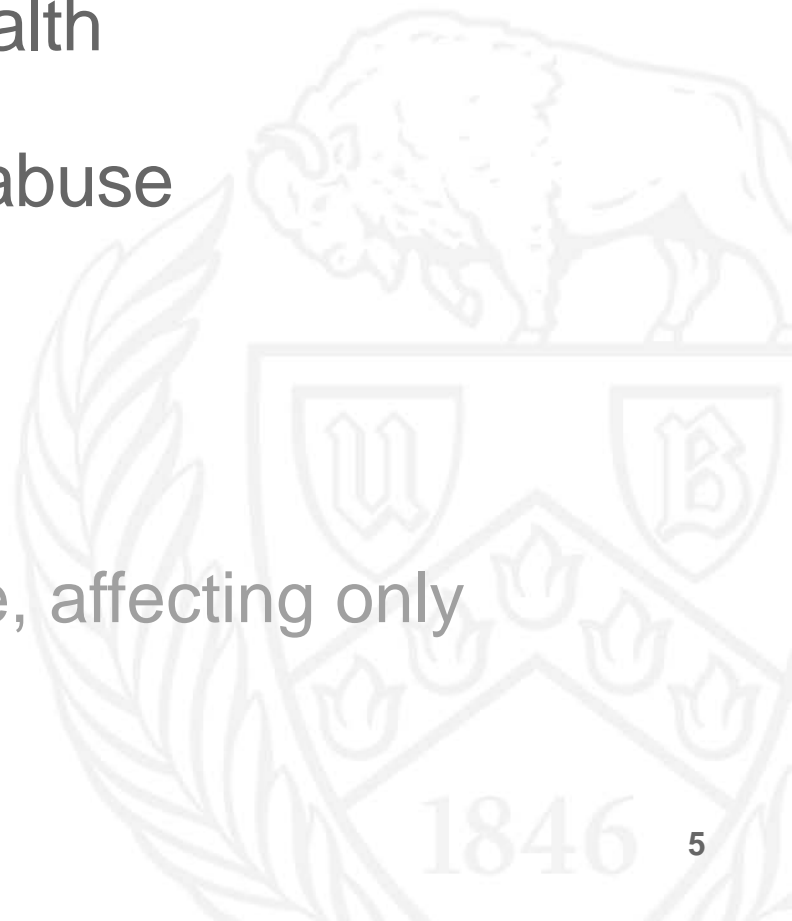
# Causes of Burnout

- Excessive Work Demands
- Dysfunction in the Workplace
- Poor Support & Leadership
- Poor “Work Life Balance”
- Lack of Control at Work
- Working in area of Less Competence
- Not Getting Enough Sleep



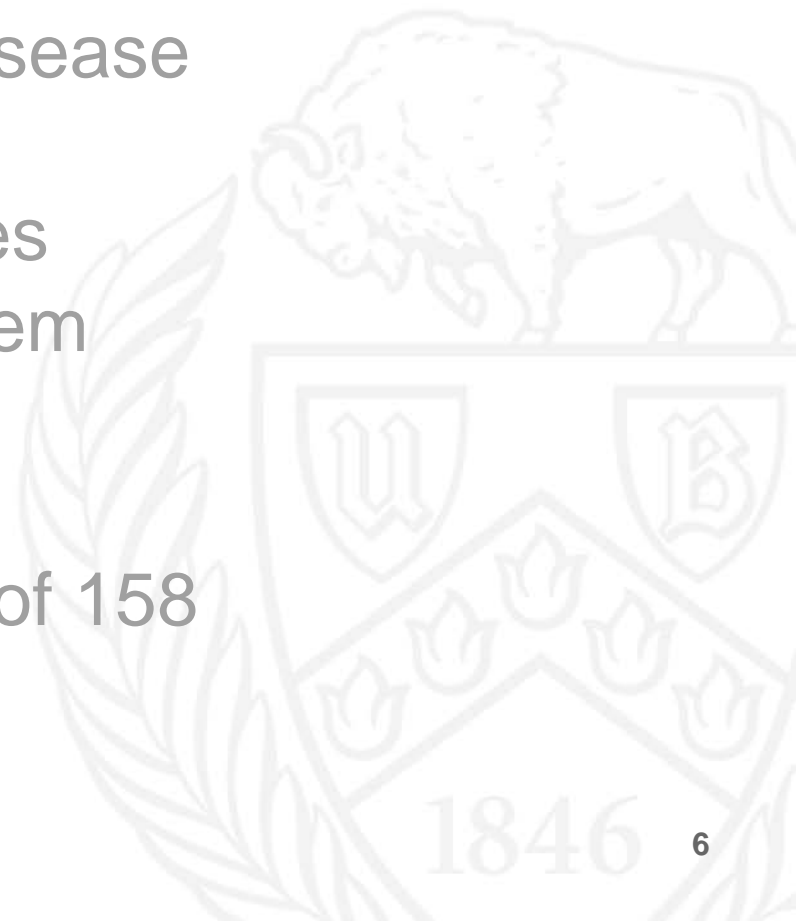
# Consequences of Burnout

- Poorer Employee Mental Health
- Increased risk of substance abuse
- Lower interest in job
- Sleep Disturbances
  - Usually spares home life, affecting only work life.



# Consequences of Burnout

- Poorer Employee Physical Health
  - Increased risk of heart disease
  - Increased sleep issues.
  - Increased risk for diabetes
  - Weakened Immune System
  
- Annual healthcare costs of 158 Billion/yr



# Consequences of Burnout

## Decline in Productivity

- Higher rates of absenteeism
- Higher rates of presenteeism
- Lower engagement
- Higher turnover



# Resilience

Defined as

The ability to withstand, recover, and grow in the face of challenges, demands, and adversity.

***Psychological resilience is seen as a process,  
rather than a trait***

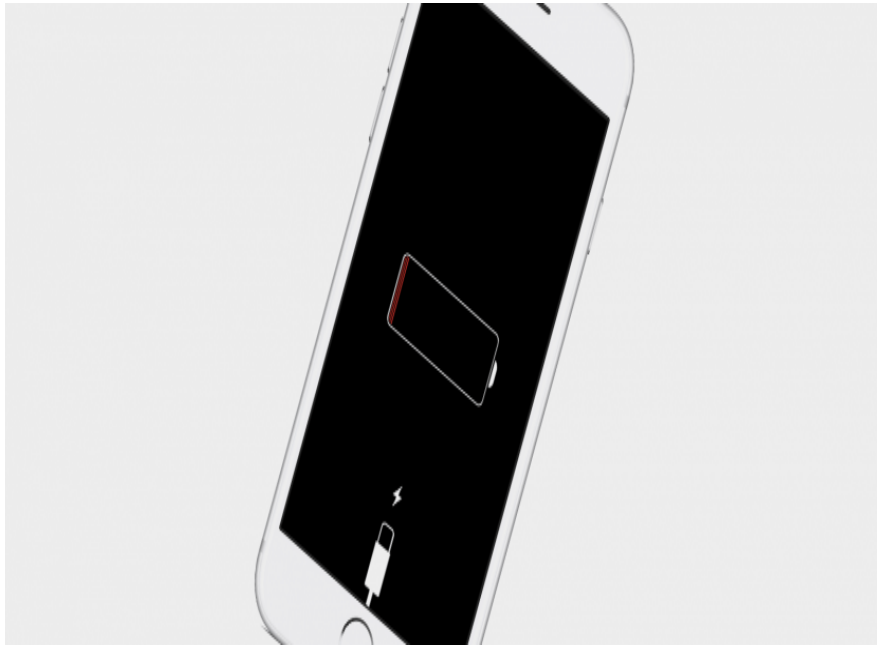
Naval Center Combat &  
Operational Stress Control



## Personal Ways to Overcome/Avoid Burnout & Be Resilient

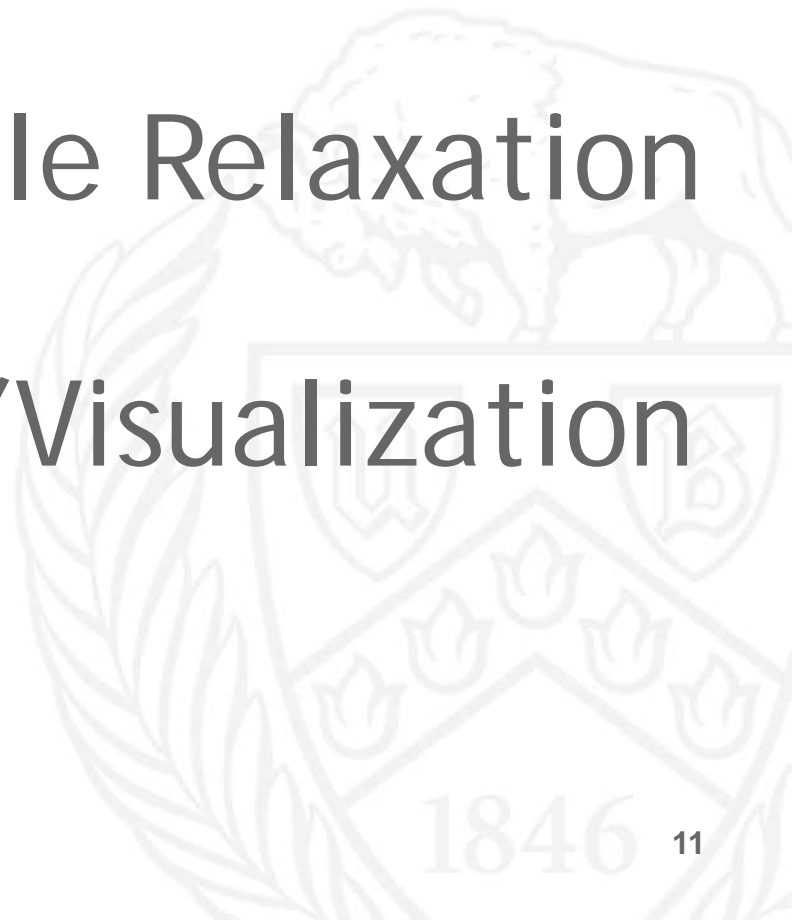
- Do What You Love --- Have Meaning,
- Have a Good Balance between Work and Non-work
  - 1) Caring and support from others**
  - 2) Friendships/Support: Opportunities for meaningful social participation**
  - 3) Exercise**
  - 4) Limited (or no) work during non work time**
- Practice Mindfulness
- Rejuvenate/Self Care

# Rejuvenate



# Relaxation Exercises

- ▣ Deep Breathing
- ▣ Progressive Muscle Relaxation
- ▣ Guided Imagery/Visualization
- ▣ Meditation



# Resilience

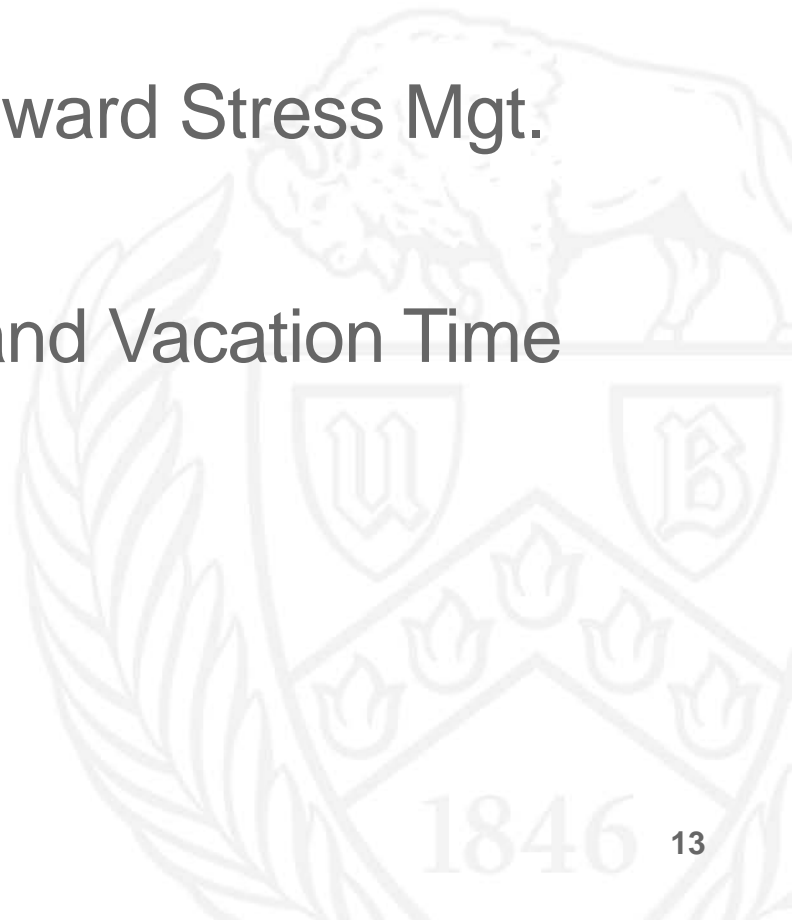
People also draw upon internal qualities that research shows are helpful when facing a crisis, major stressor, or trauma.

## PERSONAL RESILIENCY BUILDERS:

- Relationships
- Internal locus of control
- Independence
- Flexibility
- Self-motivation
- Self-Worth
- Perseverance
- Service
- Perceptiveness
- Optimism
- Love of Learning
- Competence
- Spirituality
- Humor

# Organization Ways to Overcome Burnout

- Work From Home
- Mental Health Days
- Prof. Development geared toward Stress Mgt.
- Siesta Time
- Workplace Recognition
- Culture values Sick, Family and Vacation Time
  
- Employee Assistance



# What Is EAP?

- Employee Assistance Program
- Free, voluntary, professional & *confidential* benefit available for all UB employees, family members & retirees



# Get Help For:

- ✓ Addictions
- ✓ Career/Retirement
- ✓ Child / Elder Care
- ✓ Critical Incidents
- ✓ Financial/ Legal Issues
- ✓ Grief and Loss
- ✓ Life-changing Events
- ✓ Mental / Physical Health
- ✓ Relationship Issues
- ✓ Stress Management
- ✓ Veterans' Issues
- ✓ Workplace Issues
- ✓ ANY OTHER CONCERN



**QUESTIONS?**

**COMMENTS?**

**Employee Assistance  
Program**

**716-645-4461**

**<http://www.buffalo.edu/eap>**

