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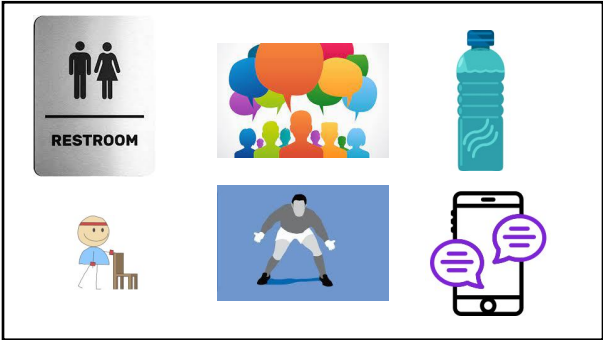
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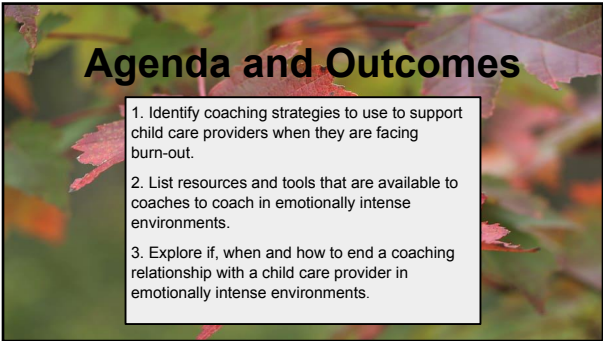
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## Reflect on Your Experiences With Burn-Out

- Answer both of the questions that are on flip chart papers around the room
  - What does burnout look like or sound like?
  - What leads to burnout?
- Draw your answers, use keywords or phrases, or make connections and expansions of what others have written



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## What is Burn-Out?

"Burnout is a syndrome conceptualized as resulting from chronic workplace stress that has not been successfully managed. It is characterized by three dimensions:

- Feelings of energy depletion and exhaustion
- Increased mental distance from one's job, or feelings of negativism or cynicism related to one's job; and
- Reduced professional efficacy.

WHO 2019

"Job burnout is a special type of work-related stress—a state of physical or emotional exhaustion that also involves a sense of reduced accomplishment and loss of personal identity"

Mayo Clinic

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## What are the Symptoms of Worker Burnout?

- Becoming disconnected/isolated from the work environment
- Feeling a lack of energy or feeling consistent fatigue
- An increase in absenteeism
- Unusual seclusion and distance from others
- Cynicism or a newly negative attitude

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### What causes Burn-out?

- A lack of control over one's work or no independence
- Job expectations that are unclear
- A negative work environment
- Feeling Secluded or Isolated at work
- No recognition for accomplishments
- Poor life and work balance
- Stress that is occurring outside of work

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### Self-Assessment Tool

- Based on the symptoms and causes identified by the Mayo Clinic
- Review the Self-Assessment Tool and Rating Scale
- Complete this Self-Assessment Tool on yourself

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### Self-Assessment Tool

- How might we use this to coach when you suspect a person is experiencing burnout?
- What questions might you ask your coachee after they complete this self-assessment?
- How might you use the information that you obtained from this self-assessment to start a coaching conversation or initiate a coaching cycle?

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## Known Preventions And Treatment

- Sleep
- Eating Right
- Exercise
- Set Boundaries/Don't Over Extend (learn to say no)
- "Me Time"
- Evaluate Your Options
- Practice Mindfulness
- Seek Support

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## Some Known Preventions And Treatment



- When you consider a coaching cycle, how might you support your coachee to explore these options?
- How might you support your coachee to take action with any of these (or their own identified) preventions or treatments?

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## Coaching In an Emotionally Intense Environment

- The 3 A's
- Awareness
  - Acknowledge
  - Allow

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**Coaching In an Emotionally Intense Environment**  
**Get to Know an Emotion Cycle**

Ask your coachee to:

Identify a recent emotional experience that they experienced.

Describe what happened

Describe what emotional and what level of intensity of that emotional did they feel?



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**Get to Know an Emotion Cycle**

What triggered this emotion cycle?


How did you interpret the event?

What happened in your body?

What did you want to do?

What did you actually do? What did you say?

What was the consequence of what happened and how you responded?



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**Get to Know an Emotion Cycle: Reflection**

- Where in your cycle do you think you could most easily make a change and steer your experience in a different direction?
- Look at how you interpreted the event—stage 2. What other ways are there to see the situation? How might a different way to interpret the situation shift your emotional experience?
- If you had an intense physical response (for example, you got a pounding headache, burst into tears, or started shaking), you most likely need to start with the physiological aspect. When your body is in high alert, you won't be able to think rationally. What could you do in the moment when you're experiencing an intense physical response?

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## Let's Practice!

- Think of recent intense emotion that you experienced
- Complete the "Get to Know an Emotional Cycle" handout
- We will debrief on the process after (but not your personal reflections on your experience)

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## When Do I end a Coaching Relationship in Emotionally Intense Environments?

- Your coachee is not responding to the coaching that you are providing them
- The rapport is poor or the collaborative relationship just isn't clicking
- Your values and beliefs are being compromised
- Your coachee's needs are beyond your capabilities and you think its best to refer the coachee to another coach or a trained professional to better meet these needs
- The coachee requests to end the coaching relationship

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## How Might I End a Coaching Relationship?

- Ask your coachee how they feel the relationship is going such as what is and isn't working for them
- Explore the reasons why and try to address with your coachee (honesty is kind (from Brene Brown))
- Help your coachee explore replacement coaches or other professionals
- Review and celebrate accomplishments
- Avoid using judgemental words and language
- Face-to-Face vs Email
- Part on Positive Terms

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## Wrap Up!

### How Well Did We Meet Our Objectives?

1. Identify coaching strategies to use to support child care providers when they are facing burn-out.
2. List resources and tools that are available to coaches to coach in emotionally intense environments.
3. Explore if, when and how to end a coaching relationship with a child care provider in emotionally intense environments.



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