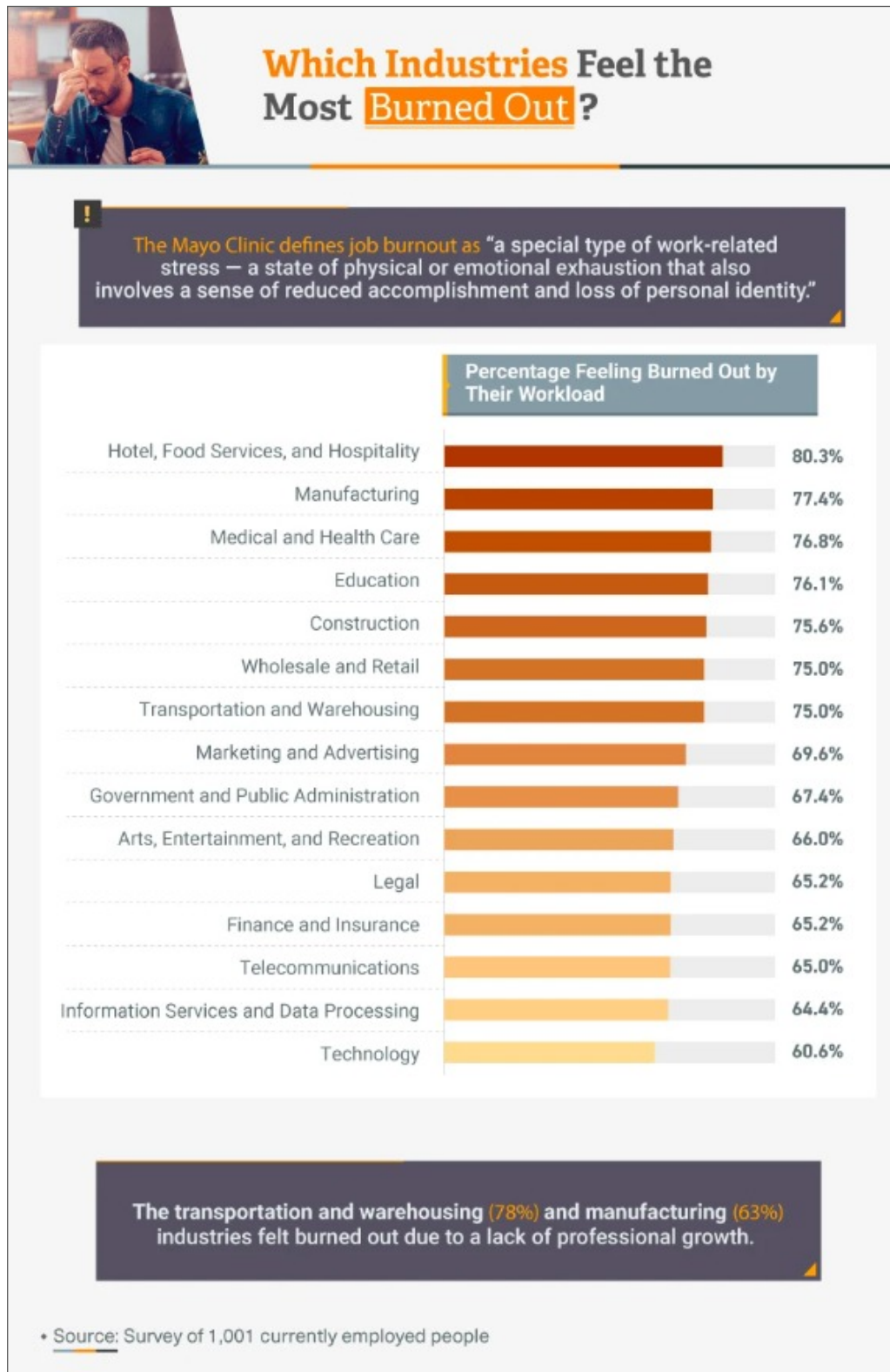


# Employee Stress & Burnout

Burnout is not merely a catchphrase; it's a real and present danger that can affect morale, productivity, and the very essence of our guest experience. It is our shared responsibility to recognize the signs, foster a supportive work environment, and provide the necessary tools and resources to keep our teams energized and engaged.



# Top Ten Causes of Work Stress

Every Worker Should Know

Sources: Healthy Work Campaign  
Brigid Schulte, Better Life Lab  
Jeffrey Pfeffer

## Long Work Hours

50-55 hours+/week  
associated with fatigue, depression & heart disease\*



## Low Job Control

less ability to make decisions about one's job or how to use skills  
associated with depression & higher mortality\*



## Work-Family Conflict

when work pressure affects one's family role(s) and vice versa  
increases the odds of poor health by 90%\*



## Shift Work

rotating, night, on-call, and unpredictable shifts  
associated with fatigue, poor mental health, and heart disease or stroke\*



## Job Demands

overwhelming workload, time pressures, or conflicting demands, sometimes related to lean staffing  
associated with burnout, and with low job control, increases risk for high blood pressure and heart disease\*



## Job Insecurity

the concern that you might lose your job at any time  
can cause anxiety and can lead to depression and heart disease\*



## Organizational Injustice

where employees report the workplace is unfair or disrespectful  
(Bullying or harassment are extremes of disrespectful behavior.)  
associated with burnout, poor mental health, and heart disease\*



## Low Support

Lack of emotional support, help & resources from supervisors or coworkers  
associated with mental distress when combined with job strain (high demands + low control)\*



## Low Rewards & Benefits

Lack of: fair/living wages, advancement opportunities, respect, adequate paid time off, & health insurance  
Effort-reward imbalance can increase your risk of suicide & heart disease; a lack of health insurance and sick leave can increase your risk of poor health.\*



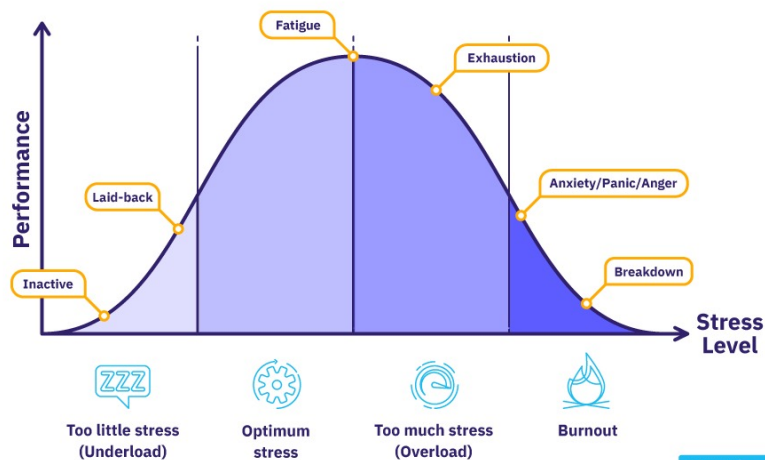
## Unemployment

being laid off and remaining unemployed  
doubles the risk of heart attack & stroke and is linked to suicide\*



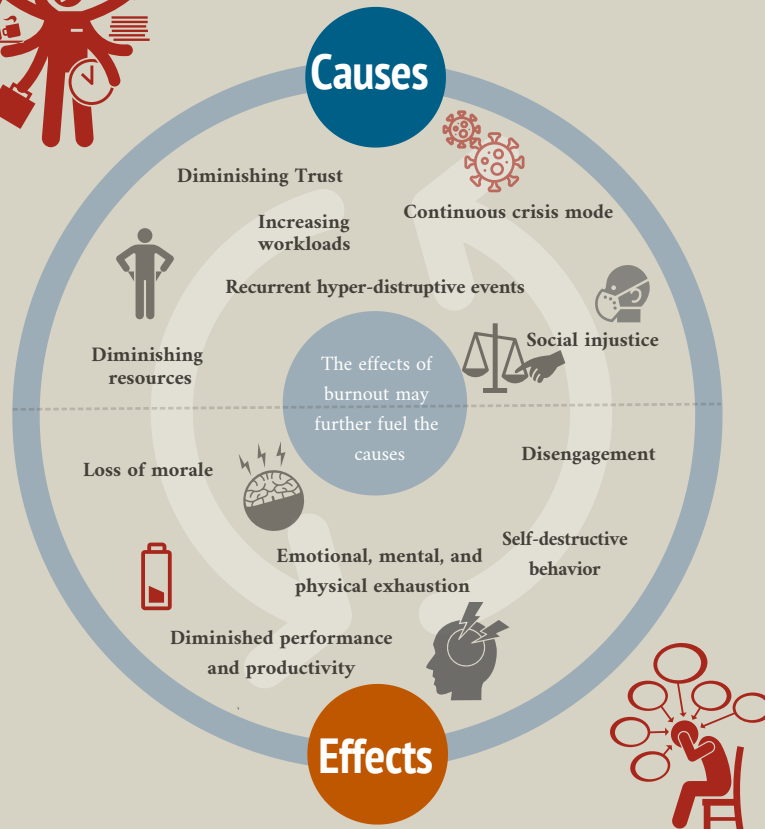
Reduce work stressors.  
Improve job quality and health.

## Employee Burnout: Stress Curve



# WORK FATIGUE & BURNOUT

A prolonged unstable operating foundation with constantly changing responsibilities and no resources to respond accordingly.  
This issue seems to affect high performing people in particular.



Provide the following for your team or organization:

Space to communicate, socialize, recover, & prioritize wellness

An environment, structure, & culture of continuous learning

Autonomy to take healthy risks, make decisions, & implement solutions

Manager training with emotional intelligence, active listening, & developing others

<https://hr.utexas.edu/learning-development>

# 6 Signs of Employee Burnout

Managers should be able to recognize the following six signs of burnout to help affected employees get the support they need.

## HIGHER SENSITIVITY

Employees experiencing burnout are likely to be more sensitive and emotional about things they weren't before.

## EXHAUSTION

Employees who are experiencing burnout will display emotional, mental, and physical signs of exhaustion, as well as an inability to focus.

## INCREASED ABSENCES

If an employee is experiencing burnout, they're more likely to take days off from work due to illness or inability to get out of bed to come into work.

## DISENGAGEMENT

A burned-out employee is more likely to become disengaged with their work, their co-workers, and (sometimes) their life in general.

## WITHDRAWAL AND ISOLATION

Burnout can cause employees to withdraw from their work and peers. For example, an extroverted employee who is experiencing burnout may become increasingly introverted.

## INCREASED MISTAKES OR ACCIDENTS

If an employee is experiencing burnout, the chances of them being involved in a workplace accident or making errors will increase.

# HELP YOUR WORK-RELATED STRESS



## CHECK REALITY

Listen to your train of thought to see if it's adding to your stress. Are you imagining a far worse outcome than is likely?



## MANAGE YOUR TIME

Start each day by making and prioritizing a to-do list of tasks. Don't schedule too much. Build in time for interruptions.



## TAKE A BREAK

Hourly mini-breaks during which you stretch your shoulders, back, and neck can provide physical stress relief.

## BE REALISTIC

Don't promise to do more than you can handle.

## REPEAT YOURSELF

Every day, plan to spend some time relaxing.



## BREATHE DEEPLY

Lie flat on your back with your eyes closed. Inhale through your nose, counting to 4, making your stomach rise. Pause for 1 second, then as you slowly count to 4, gently exhale through your mouth, letting your belly slowly fall.



## EAT A HEALTHY DIET

A healthy diet rich in whole foods, fruits, vegetables, whole grains and lean protein may reduce stress. Lots of caffeine, sugar and alcohol can increase it.



## VISUALIZE

Sit or lie down and close your eyes. For 5 to 10 minutes, imagine you're in a place you love like the beach, the mountains, or the house you grew up in.



## EXERCISE REGULARLY

Consider aerobic exercise like running, swimming, or brisk walking. Yoga, Pilates, tai chi, or simple stretching also can help by bringing about a calmer, meditative state.

## COMMUNICATE

Talk with a family member or friend outside of work about the issues that cause your stress at work.

## GET HELP

If you've tried these self-help methods but continue to be highly stressed, get help from a mental health professional who specializes in stress management.



**Franciscan  
HEALTH**

[FranciscanHealth.org](http://FranciscanHealth.org)

# HOW TO REDUCE THE RISK OF EMPLOYEE BURNOUT IN THE WORKPLACE


## FIND OUT WHAT'S REALLY GOING ON?

 **DATA** is key

Frequent/Focused **EMPLOYEE SURVEYS**



## FOCUS ON PEOPLE MANAGERS

 Managing Workplace stress


Need a New **Toolkit** 

Managing remote teams

Connecting individually and emotionally with team members

## HIGHLY ENGAGED Communication


1 Clear 

2 Open 

3 Honest

**FROM MULTIPLE STREAMS**

## ARE YOUR WELLBEING PROGRAMMES WORKING?

 Needs to be reviewed and updated

Lead by **EXAMPLE**





## LEADERS


  **ITS TIME TO BREAK DOWN BARRIERS + STIGMAS**

Support available to employees.

**LEADERS NEED TO SHOW SOME VULNERABILITY**

Employees are reluctant to use it due to how it will be perceived 

 Support available to employees

 Get employee input

 Respond to feedback

**REPEAT**

OMTGLOBAL.COM



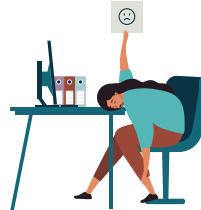
# 5 REASONS TO ADDRESS WORK STRESS



## FOR EMPLOYERS

### LOWERS PRODUCTIVITY

Long work hours (55+ /week) are counterproductive. Productivity declines as overtime hours increase. ([Ind Health](#))



### INCREASES BURNOUT

In a 2021 survey, 32% felt burned out. ([APA](#))



### INCREASES SICKNESS ABSENCE

Stress accounts for 40% of sickness absence at work, costing an est. \$228 per employee per year. ([EU-OSHA](#))



### HIGHER TURNOVER

About 20% of staff turnover can be related to stress at work. ([EU-OSHA](#))



### HEALTH CARE COSTS

Healthcare expenditures are 50% greater for workers with high levels of stress. ([J Occ Env Med](#))



Learn more at [healthywork.org](https://healthywork.org) - [Business Costs](#)

HEALTHY WORK - HEALTHY PEOPLE