

# Teach Managers How To Recognize and Combat Burnout

By Society Insurance



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Over the past few years, overall employee wellness – from physical to social to mental – has been top of mind for HR departments and rightfully so. In the U.S., nearly two-thirds of employees say they are stressed all or most of the time at work. As for the effects of workplace stress on people’s health and eventually their work, a report from Ginger found that 81 percent of workers said that symptoms range from fatigue and anxiety to physical ailments causing them to miss work. As a result, nine out of 10 employers plan to invest more in their employees’ overall health. Here, we’ll share a few ways to help employees *avoid* burnout, while teaching managers how to *recognize signs* of burnout.

# WHAT IS BURN OUT?

According to the World Health Organization (WHO), burn-out 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 or exhaustion;
- increased mental distance from one's job, or feelings of negativism or cynicism related to one's job; and
- reduced professional efficacy.

According to Mayo Clinic, employee burnout can have significant consequences including heart disease, alcohol or substance misuse, high blood pressure, vulnerability to illnesses, insomnia and more. Unsurprisingly, 77% of full-time U.S. professionals experience employee burnout at their current job, according to Deloitte.

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## TIPS TO PREVENT BURNOUT

- **Equip those in charge to understand employee workload.** Weekly or bi-weekly check-ins with employees will help managers remain up-to-date on what each employee is working on.
- **Make well-being part of your culture.** Encourage exercise, a work-life balance, PTO usage, and discourage excessively long hours or putting work ahead of family.
- **Talk about it.** Incorporate burnout-related conversations into meetings and gatherings. Provide tools to address burnout such as helpful webinars or bring in speakers for a "lunch and learn."

## TEACH MANAGERS TO LOOKOUT IF EMPLOYEES ARE:

- Impatient or irritable with other co-workers.
  - More sensitive than usual. If an employee who has been open to constructive criticism in the past is now combative when confronted about their performance,
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this employee could be experiencing burnout. Watch for signs of the employee becoming emotional and pushing back when feedback is provided to them.

- Missing work more frequently. An employee who has an uptick of absences may be experiencing burnout. This employee may find it hard to get out of bed or may be ill due to high stress affecting the body.
- Exhibiting signs of exhaustion.
- Making more mistakes. Detail oriented employees who are experiencing burnout may start making mistakes on projects.

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# TEACH MANAGERS HOW TO PREVENT BURNOUT

In 2019, the WHO declared burnout an occupational phenomenon. To combat this, the best offense is a good defense. Here are three tips to help prevent employee burnout:

- **Equip those in charge to understand employee workload.** Weekly or bi-weekly check-ins with employees will help managers remain up-to-date on what each employee is working on.
- **Make well-being part of your culture.** Encourage exercise, a work-life balance, PTO usage, and discourage excessively long hours or putting work ahead of family.
- **Talk about it.** Incorporate burnout-related conversations into meetings and gatherings. Provide tools to address burnout such as helpful webinars or bring in speakers for a "lunch and learn."

We recommend equipping those in charge to understand employee workload, making well-being part of your year-round culture including encouraging PTO usage and discouraging excessively long hours, and incorporating burnout-related conversations into meetings and gatherings. In return, expect increased communication, productivity, confidence and – most importantly – happiness across the board.

***EDITOR'S NOTE:*** This information is provided as a convenience for informational purposes only. This information does not constitute legal or professional advice and does not establish compliance with any law, rule or regulation.

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