

TLS PRESENTATION FOR: ANC'24

Addressing Burnout & Compassion Fatigue



Transformative
Leadership
Strategies

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Burnout is affecting more than half of all nonprofit employees



30% of nonprofit employees are burnt out



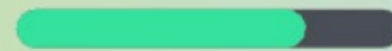
2 out of every 10 nonprofit employees are at risk of burning out

- Voluntary turnover rate in nonprofit organizations is **19%**
- This is higher than the **industry average** of the overall labor market of **12%**

Society for Human Resource Management

Burnout is hitting Executive Directors the hardest

Nonprofit leaders planning to leave their position in the next 15 years



75%

Nonprofit leaders report feeling "used up" at the end of the work day



60%

BURNOUT – WHAT IS IT?

- A state of emotional, physical, and mental exhaustion
- Caused by excessive and prolonged stress



Characteristics of Burnout ...

- Emotional exhaustion – feeling ‘wrung out’
- Depletion of empathy and increased cynicism
- Sense of futility that nothing makes a difference

COMPASSION FATIGUE – WHAT IS IT?

- An occupational hazard
- Affects virtually everyone who cares about their clients to varying degrees of intensity
- Deep physical and emotional exhaustion that takes place when you are unable to refuel and regenerate
- A deep erosion of compassion and the decreased ability to feel empathy for people served, co-workers or loved ones



IN SUMMARY ...

Burnout

Cumulative process marked by emotional exhaustion and withdrawal associated with increased workload and institutional stress, **NOT** trauma-related.

Compassion Fatigue

The emotional residue or strain of exposure to working with those suffering from the consequences of traumatic events.

How do you notice one or both of these psychological responses 'showing up' in leaders or staff members within your organization?

SELF-ASSESSMENTS: BURNOUT & COMPASSION FATIGUE



What about you?

Are you experiencing any signs of burnout or compassion fatigue?

***What do you notice about your behaviors or habits
when you are experiencing either of them?***

SUPPORTING OURSELVES

Self-connection is a one key way to address the signs and symptoms associated with Burnout and Compassion Fatigue

It is a **State of Being**, where you ...

- Regularly tune in to your own physical, emotional and mental needs
- Connect to your values, meaning, and purpose
- Say 'yes' to your needs and 'no' to the needs of others (when possible)
- Minimize self-judgement and criticism
- Cultivate curiosity & self-compassion

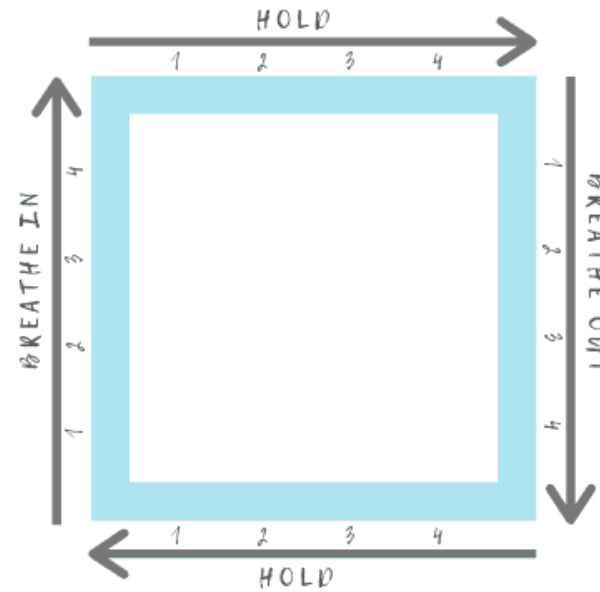


Can you think of specific ways self-connection supports you when you are feeling Burnout or Compassion Fatigue?

CONNECTING TO SELF – THROUGH THE BREATH



Belly Breathing



Box Breathing

SUPPORTING OUR TEAMS

One way we can support our team members who may be experiencing symptoms of Burnout or Compassion Fatigue is to focus on:

Compassion Satisfaction

- What satisfaction or enjoyment do you derive from your work?
- What are some of the positive stories?
- How does your role feed and sustain your energy?
- To what degree does your personal life support your work?
- To what degree does your work support your personal life?



TEAM 'CONNECTION' STRATEGIES

- 'Vent' less and engage in meaningful conversations more
- Check-in to see how colleagues are feeling and/or doing
- Start meetings with 'success' stories
- Take time to have coffee/lunch together – even if virtually
- Share how much you appreciate people's efforts



***Which connection practices resonate for you?
Any other ideas?***

INSPIRATION!

“

”

**THE HEART OF LEADERSHIP IS
CONNECTION, AND CONNECTION
IS ABOUT EMPATHY, CURIOSITY,
AND EMOTIONAL COURAGE.**

– BRENE BROWN

CONTACT & FOLLOW US ON INSTAGRAM!



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Characteristics of Burnout

Burnout is a state of emotional, physical, and mental exhaustion caused by excessive and prolonged stress. Three primary aspects of burnout are listed below:

- **Emotional exhaustion** – feeling ‘wrung out’ and/or unable to process emotions
- **Depersonalization and cynicism** – the depletion of empathy, caring and compassion
- **Decreased sense of accomplishment** – an unconquerable sense of futility feeling that nothing you do makes any difference

Source: Burnout, The Secret of Unlocking the Stress Cycle, Emily & Amelia Nagoski

<i>Am I experiencing burnout?</i>	Fairly Often	Sometimes	Not Usually
Have you become cynical or critical at work?			
Do you drag yourself to work and have trouble getting started?			
Have you become irritable or impatient with co-workers?			
Do you lack the energy to be consistently productive?			
Do you find it hard to concentrate?			
Do you lack satisfaction from your achievements?			
Do you feel disillusioned about your job?			
Have your sleep habits changed?			
Are you using food or alcohol to feel better or simply not feel?			
Are you troubled by physical complaints that seem unexplained (e.g. stomach aches, migraines)			

What do you notice about your behaviors / habits in regards to burnout?

Burnout

Cumulative process marked by emotional exhaustion and withdrawal associated with increased workload and institutional stress, NOT trauma-related.

Compassion Fatigue

The emotional residue or strain of exposure to working with those suffering from the consequences of traumatic events.

Physical Signs

- I have had increased absenteeism “sick days”
- I have been feeling physically ill
- I have been feeling fatigued/exhausted
- I have been feeling keyed-up and nervous
- I am doing less rather than more exercise
- Normal sleep has been more difficult for me

Psychological Signs

- I have noticed myself being more cynical and pessimistic
- I noticed that I was trying to avoid feelings by numbing or shutting down
- I have had work-related nightmares/bad dreams
- I have lost interest and enjoyment in activities
- I have difficulty in making decisions or making poor decisions
- I feel like I have lost some of my self-esteem

Emotional Signs

- I have anger directed toward my supervisors or co-workers
- I have been feeling flat, depressed and hopeless more than I used to
- I have been more angry and irritable than normal
- I have moments of dread when thinking about going to work
- I am having trouble finding hope
- I have felt overwhelmed more than three times in the past month
- I have engaged less rather than more in activities that used to bring me pleasure

Spiritual Signs

- I am less connected to my spiritual and religious beliefs than I used to be
- I have been avoiding spending time with my family and friends
- I fear for the safety of myself and my loved ones
- I have had a lack of time for self
- I find it difficult to trust others
- I have feelings of despair and hopelessness

Professional Signs

- I have been unable to get work or something specific to work out of my head
- I have had unwanted memories pop up in my head of past events from work
- My productivity at work has been reduced
- I have felt like quitting my job more than once
- I find paperwork and menial tasks getting in the way of my enjoyment of work

Other Signs (anything else that you notice?)

Five or more signs checked could indicate you are suffering from Compassion Fatigue

(Reference: J. Eric Gentry, Compassion Fatigue – Prevention and Resilience)

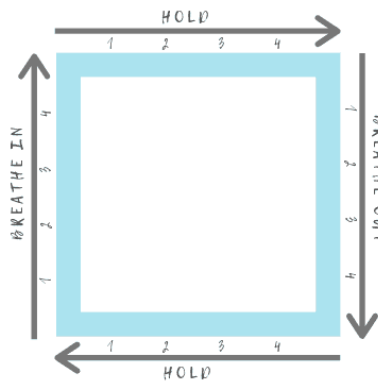
Supporting Ourselves



Self-connection is one key way to address the signs and symptoms associated with Burnout and Compassion Fatigue

It is a **State of Being**, where you ...

- Regularly tune in to your own physical, emotional and mental needs
- Move your body!
- Connect to your values, meaning, and purpose
- Set boundaries with family, coworkers and clients
- Minimize self-judgement and criticism
- Cultivate curiosity & self-compassion



Box Breathing is a simple technique that can ...

- Focus your mind
- Increase clarity
- Improve energy
- Reduce anxiety

Can you think of specific ways self-connection supports you when you are feeling Burnout or Compassion Fatigue?

Supporting our Teams

One way we support our team members is to focus on the ‘flip side’ – which is:

Compassion Satisfaction

Utilize the following questions in conversation with team members who may be struggling with symptoms of Burnout or Compassion Fatigue:

- What satisfaction or enjoyment do you derive from your work?
- What are some of the positive stories?
- How does your role feed and sustain your energy?
- To what degree does your personal life support your work?
- To what degree does your work support your personal life?

How might these questions support your team members?

Team ‘Connection’ Strategies



- ‘Vent’ less and engage in meaningful conversations more
- Check-in to see how colleagues are feeling and/or doing
- Start meetings with ‘success’ stories
- Take time to have coffee/lunch together even if virtually
- Share how much you appreciate people’s efforts

Which connection practice(s) resonate for you? Any other ideas?

How will you incorporate one strategy / skill from today’s session to support you?

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IS ABOUT EMPATHY, CURIOSITY,
AND EMOTIONAL COURAGE.
”

– BRENE BROWN