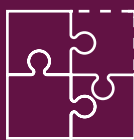




LIVE WELL, WORK WELL



Preventing Burnout

The World Health Organization (WHO) now considers burnout to be a syndrome. In previous editions of the WHO's International Classification of Diseases (ICD-11), burnout wasn't considered a serious condition, and its only listed symptom was exhaustion.

The WHO's decision to upgrade burnout to a syndrome and provide a detailed set of symptoms communicates its serious stance on the dangers of burnout. Additionally, the WHO clarified in a public statement that burnout is an "occupational phenomenon" resulting from "chronic workplace stress that has not been successfully managed."

Health and wellness tips for your work, home, and life—brought to you by the insurance professionals at Woodruff Sawyer.

What is burnout?

According to the WHO's ICD-11, doctors can diagnose you with burnout if you exhibit the following symptoms:

- Exhaustion or energy depletion
- Decreased engagement at work, or feelings of negativism or cynicism related to your job
- Reduced productivity or efficacy

The negative effects of burnout can extend beyond the workplace and into your home and social life. It can also increase your risk of getting sick and developing chronic conditions.

How can I recognize burnout?

Since burnout is the result of prolonged and chronic workplace

stress, it's important to know how to recognize the signs of workplace stress. Common job stressors include:

- Heavy workload
- Intense pressure to perform at high levels
- Job insecurity
- Long work hours
- Excessive travel
- Office politics
- Conflict with co-workers

While dealing with stress is a normal part of everyday life, here are some early warning signs that signify red flags, alerting you to stress on the job:

- Anxiety or depression
- Low morale
- Short temper

LIVE WELL WORK WELL

- Headache
- Stomach or back problems
- Fatigue

If you experience any of these symptoms, it may be time to talk to your supervisor or manager to address your chronic stress.

Manage Your Job Stress to Prevent Burnout

Reducing your job stress is crucial for preventing burnout. Here are some simple ways to get your workplace stress under control:

- *Plan and prioritize*—When you're feeling stressed out, don't panic. Make a list of the tasks you need to complete, and set realistic deadlines.
- *Focus on what you can control*—You know what your job tasks are. Break the larger tasks into smaller, more doable steps.
- *Slow down*—When you have a lot of tasks looming over you, it can be tempting to hurry through them just to get them off your plate. Rushing through tasks, though, can cause you to feel more stressed and increase the odds of mistakes being made. Take a deep breath when you start to get overwhelmed, and slow down.
- *Maintain a good attitude*—Try to think positively about tasks at work—avoid negative thinkers and always acknowledge your accomplishments, even if it's just by mentally congratulating yourself.

- *Ask for help*—Sometimes the best way to overcome your workplace stress is to ask peers or your superiors for help.

What should I do if I think

I'm experiencing burnout?

If you feel like you're burned out, you should talk to your supervisor or manager, as they may be able to help you reduce your workplace stress or direct you to valuable workplace resources, like an employee assistance program.

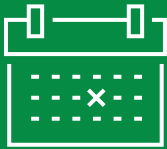
Talking to other co-workers, friends or family may also be helpful, as they may have insight into how you can reduce your stress and improve your burnout syndrome. Implementing healthy stress coping mechanisms, such as exercising, hanging out with friends or taking time off from work, can also help alleviate your stress.

For more information on burnout, [click here](#).



6 SIGNS OF EMPLOYEE BURNOUT

The World Health Organization (WHO) now considers burnout to be a syndrome. The WHO's decision to upgrade burnout to a syndrome and provide a detailed set of symptoms communicates its serious stance on the dangers of burnout. Managers should be able to recognize the following six signs of burnout to help affected employees get the support they need.



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.



Exhaustion

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



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.



Withdrawal or Isolation

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



Higher Sensitivity

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

SPEAK UP BEFORE YOU **BURN OUT**

What does burnout look like?



Lacking energy, either mentally or physically



Feeling “checked out” or mentally distancing yourself from your job



Wanting to avoid coming into work altogether



Having negative or cynical feelings towards your work



Reducing performance either intentionally or not



Feeling overworked or like you have too much on your plate

How can you reduce feeling burned out?



Consider why you feel burned out. Specifics will help address the issue most effectively.



Talk to your manager about your feelings and which areas you identified as impacting you most severely.



Work with your manager to develop strategies for combating your burnout, like reassigning some work, giving you more exciting assignments, discussing potential growth opportunities or finding another role more suited to your interests.

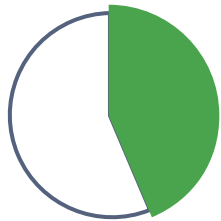
MENTAL HEALTH & YOUR WORKPLACE



What is Mental Health? An employee's mental health includes how they think, feel, and act, as well as their emotional and social well-being. Additionally, an employee's mental health can change over time, depending on factors such as their workload, stress, and work-life balance.

Employee Mental Health by the Numbers

According to the National Alliance on Mental Illness



An estimated **43.8 American adults** experience a **mental illness** in a given year.



Serious mental illness costs the U.S. **\$193.2 billion** in lost earnings annually.



This means **1 in 5 Americans** are affected.

Less than 50% of those with a mental illness receive treatment.

10th

Suicide is the 10th leading cause of death in the U.S.



90% of those who die by suicide have an underlying mental illness.

Depression is the leading cause of disability worldwide.



Approximately 10.2 million adults have co-occurring mental health and addiction disorders.

4 STEPS TO MANAGING MENTAL HEALTH AT YOUR ORGANIZATION



1. Create a Supportive Foundation

An organization that is dedicated to preserving employee mental health and fostering a stigma-free environment is one that will succeed in its efforts to support employee mental health. Make sure that any mental health initiatives are aligned with core values, goals and ethics.



2. Focus on Reducing Stigma

An organization that focuses its mental health initiatives and efforts on normalizing mental health discussions will see improvements in employee mental health. Consistently communicate to employees that getting help is a sign of strength, not weakness, and you're there to support them.



3. Make it Possible for Employees to Get Help

An organization that goes beyond just talking about helping employees and facilitates ways for employees to get help with equipped to address mental health issues effectively when they arise. Consider standardizing a procedure for managers to follow when mental health situations present themselves.



4. Promote Your Support

An organization that promotes its support for employees' mental health will see a change in its workforce. Employees who know employers are there to support them will be more likely to be transparent when they experience mental health struggles, which will help them get back to their feet as quickly as possible.

5 WAYS TO SUPPORT EMPLOYEE MENTAL HEALTH



Promote Mental Health Awareness in the Office

When you openly talk about mental health, employees are more likely to feel comfortable about the concept, and reach out to managers or co-workers if they're struggling.



Offer Flexible Scheduling

Work-life balance, or a lack thereof, can affect an employee's mental health. To help employees better balance their work and personal lives, employers across the country are embracing workplace flexibility.



Address Workplace Stress

Nearly 80% of Americans consider their jobs stressful. Common job stressors include a heavy workload, intense pressure to perform at high levels, job insecurity, long work hours, excessive travel, office politics, and conflicts with co-workers. While it may not be possible to eliminate job stress altogether for your employees, you can help them learn how to manage it effectively.



Evaluate Your Benefits Offerings

Reviewing the offerings that your organization provides to ensure coverage for mental health services is essential to creating a culture that supports employee mental health.



Train Managers

To ensure that no stigma surrounding mental health exists at your organization, it's important that you properly train management in recognizing the signs of mental illness, excessive workplace stress, workplace bullying, and fatigue.

WORKPLACE BULLYING POLICY

[Your Organization] is committed to providing a safe and healthy work environment for all employees. As such, the company will not tolerate bullying of any kind and will deal with complaints accordingly. This policy applies to employees while working, attending work functions and traveling on business.

Bullying is defined as repeated inappropriate behavior, either direct or indirect, whether verbal, physical, or otherwise, conducted by one or more persons against another or others, at the workplace or in the course of employment. Such behavior violates policies, which state that all employees will be treated with dignity and respect. Bullying can be intentional or unintentional. However, when an allegation of bullying is made, the intention of the alleged bully is irrelevant and will be given no consideration when a complaint is investigated. It is the effect of the behavior that will be considered.

Bullying can be:

- **Verbal bullying:** slandering, ridiculing or maligning a person or his or her family or associates; persistent name-calling that is hurtful, insulting or humiliating; using a person as the butt of jokes; abusive and offensive remarks.
- **Physical bullying:** pushing, shoving, kicking, poking, tripping, assaulting or threatening to assault, damaging a person's work area or property.
- **Gesture bullying:** nonverbal threatening gestures; glances that can convey threatening messages.
- **Exclusion:** unintentionally disregarding a person or excluding a person from work-related activities.

The following are examples of some, not all, behavior that may constitute or contribute to evidence of bullying:

- Repeatedly singling out a person.
- Pointing at or raising your voice at an individual, whether in public or private.
- Shutting a person out; not allowing him or her to speak or express him- or herself (ignoring or interrupting); interfering with email or other forms of communication; not including him or her in meetings.
- Humiliation in any form; verbal or obscene gestures, personal insults or offensive nicknames.
- Constant criticism unrelated or minimally related to job performance; public reprimand.
- Hampering an individual's ability to do his or her work; assigning menial tasks not aligned with normal job duties; taking credit for another's work or ideas.
- Spreading rumors or gossiping about another.

Bullying can have devastating results to the individual and the workplace. If you are subjected to bullying, or witness or suspect bullying is taking place, report it to your supervisor and/or to Human Resources immediately. All suspected incidents of bullying will be thoroughly investigated and disciplinary measures will be taken accordingly.

FLEXTIME POLICY

Standard working hours are from [insert hour] to [insert hour], Monday through Friday. A [insert amount of time] lunch period is taken at any hour, which is mutually agreeable between the employee and supervisor.

Flexitime is an option available to improve departmental efficiency and morale. Flexitime may not be appropriate for all departments or all positions. It is each manager's responsibility to manage the program so that it will serve the business requirements of the department. The basic principles of flexitime are:

- Manager approval is necessary for any department to participate in flexitime.
- The work commitments of the department must be able to be met effectively and efficiently without compromising service to internal or external customers.
- Each employee must recognize his or her responsibilities to the company and to colleagues.
- Each employee that uses flexitime must work cooperatively to ensure that no problems arise with regard to internal or external service.
- Employees utilizing flexitime should establish "standard" hours (i.e., 7 a.m. to 4 p.m. every day) and should not vary hours from day to day, week to week or month to month.

Employees will work a consistent schedule using the following guidelines:

- Shifts must be completed between 6:00 a.m. and 6:00 p.m.; start and end times are subject to approval.
- Employees must take either a one-hour or a half-hour unpaid lunch period. Lunch should normally be taken between 11:00 a.m. and 2:00 p.m., and should be mutually agreed upon between the employee and his or her supervisor.

Employees cannot work through their lunch period to make up time unless prior supervisor approval is obtained. Such occurrences should be infrequent.

At each manager's discretion, summer hours may be offered to a department, regardless of whether or not flexitime is offered. When using summer hours, employees work four nine-hour days and one 4-hour day, however, variations to this schedule may occur with management approval. It is each manager's responsibility to manage the program in such a way that there is appropriate departmental coverage at all times.

As with flexitime, summer hours may not be appropriate for all departments or all positions. Based on business needs, summer hours can be discontinued at any time.



EMPLOYEE BURNOUT SCORECARD

The World Health Organization (WHO) now considers burnout to be a syndrome. The WHO's decision to upgrade burnout to a syndrome and provide a detailed set of symptoms communicates its serious stance on the dangers of burnout. Additionally, the WHO clarified in a public statement that burnout is an "occupational phenomenon" resulting from "chronic workplace stress that has not been successfully managed." Managers can use this scorecard to evaluate whether their employees are experiencing burnout.

INSTRUCTIONS Begin by answering the questions below. Each response will be given a numerical value depending on the answer. After completing the questions, total your score using the scale.

YES 0 pts | **NO** 2 pts | **UNSURE** 2 pts

Question	Yes	No	Unsure	PTS
1 Does the employee seem suddenly disengaged?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2 Is the employee exhibiting signs of exhaustion (e.g. dark circles under their eyes, or difficulty staying awake or focused)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3 Has the employee unexpectedly missing multiple days of work?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4 Has the employee missed deadlines?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5 Does the employee seem to be withdrawn from their work?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6 Is the employee more distant than usual?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7 Is the employee more emotional than usual?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8 Has the employee expressed concern over their workload?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

TOTAL SCORE

■ **0-6 pts** Low risk
 ■ **7-13 pts** Moderate risk
 ■ **14-20 pts** High risk





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