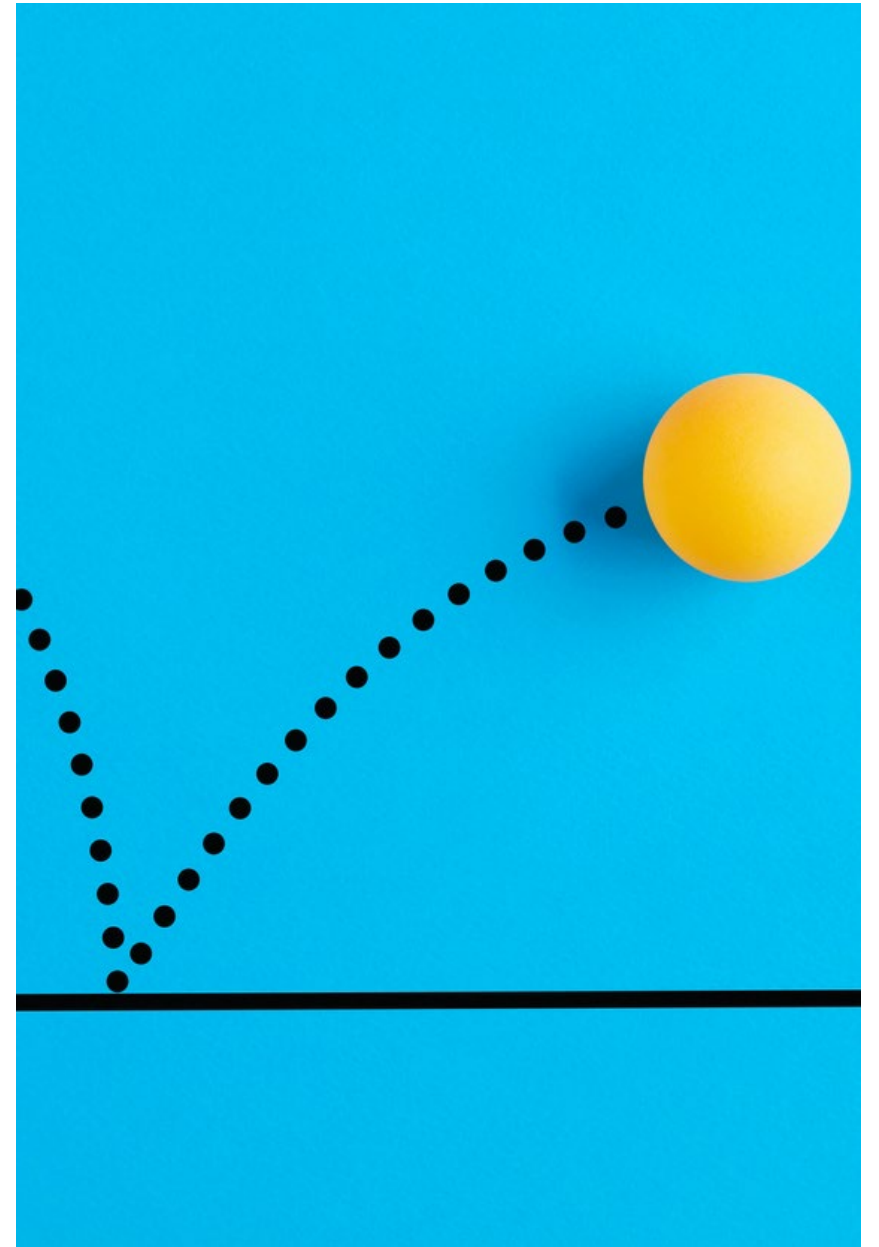


The Resilient Life:

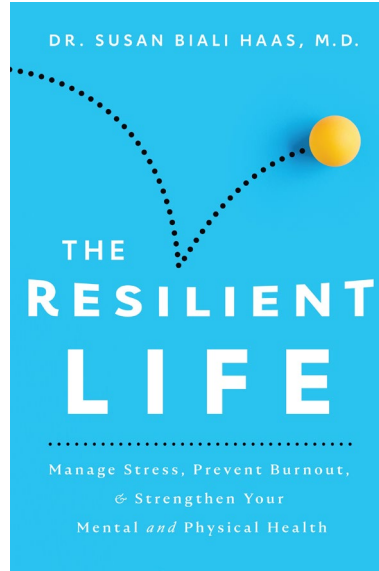
Reduce Stress & Burnout
in Today's Wild World

Dr. Susan Biali Haas, M.D.



My story.





My
new
story.



What is something that you used to
love to do as a child?

(could you bring it back into your
life?)





What is Burnout?

- “Syndrome” / Cluster of symptoms
- Cause: Chronic *work-related* stress
- Organizational/Team/
Individual factors

Burnout: 3 Key Components

01

**Emotional
Exhaustion**

Get checked:
Depression
overlap/other
diagnoses

02

**Cynicism/
Depersonalization**

Your brain's way to
survive the day

03

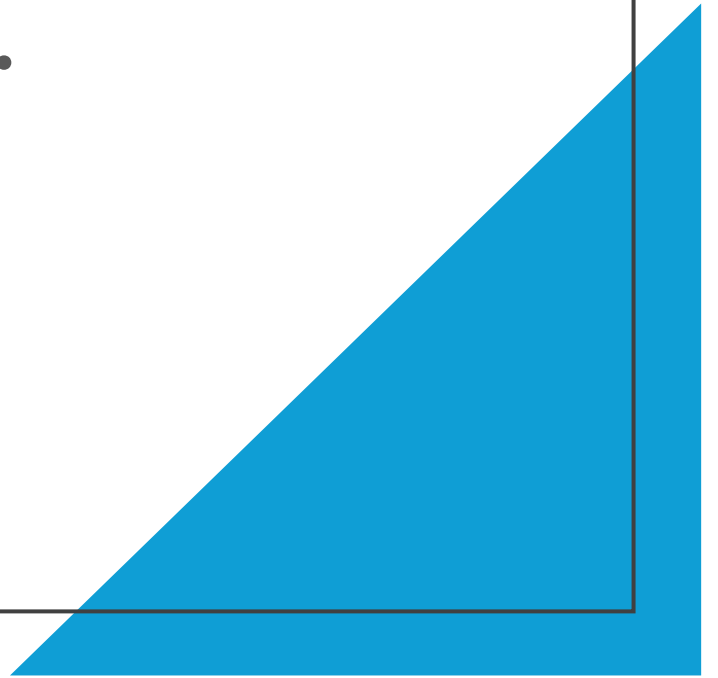
**Reduced Efficacy or
Accomplishment**

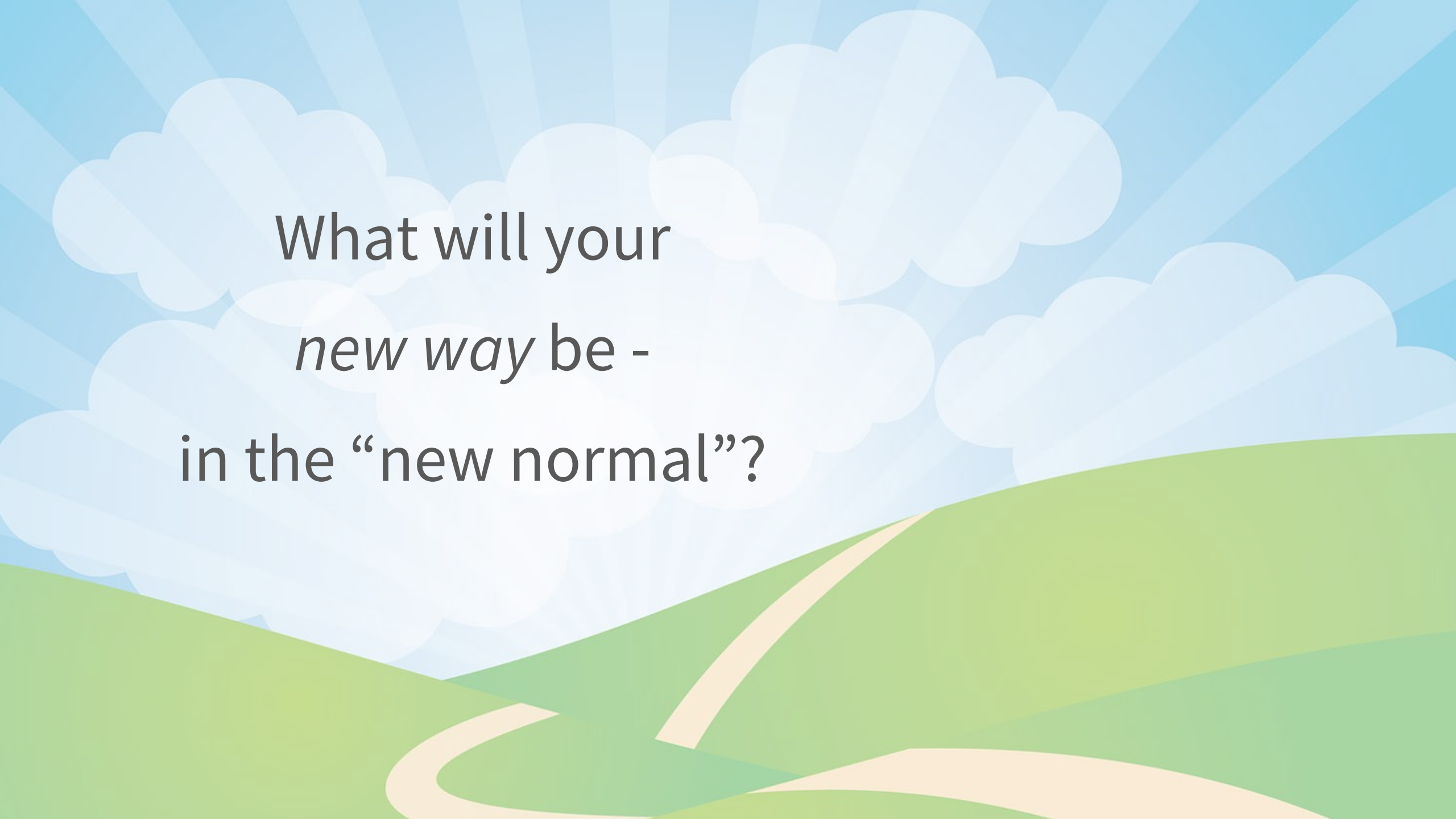
"Should I even
be doing this?"

Burnout = Opportunity

Something is wrong.

Something needs to change.





What will your
new way be -
in the “new normal”?

Have you ever experienced
burnout, or observed it in
someone else?



Work-related risk factors

"6 Areas of Worklife"

Leiter, M., Maslach, C. (1999)
Six areas of worklife: A model of the organizational context of
burnout. J Health Hum Serv Admin



Areas of Worklife

Lack of Control Over Work

Identify/ask for what you (or your people) need

- how and where could you have more control?
- what you need to do your work best
- removal of irritations/obstacles
- creative ideas/solutions

Areas of Worklife

Insufficient Rewards

Let thanks, recognition & successes truly land

Build a culture of recognition and appreciation

6 Areas of Worklife

Workplace Community Culture

(incivility,
lack of support)

Emotional support - ask how people are / share how you are

Create psychological safety to:

- take risks (by speaking up)
- admit mistakes
- ask questions
- be vulnerable

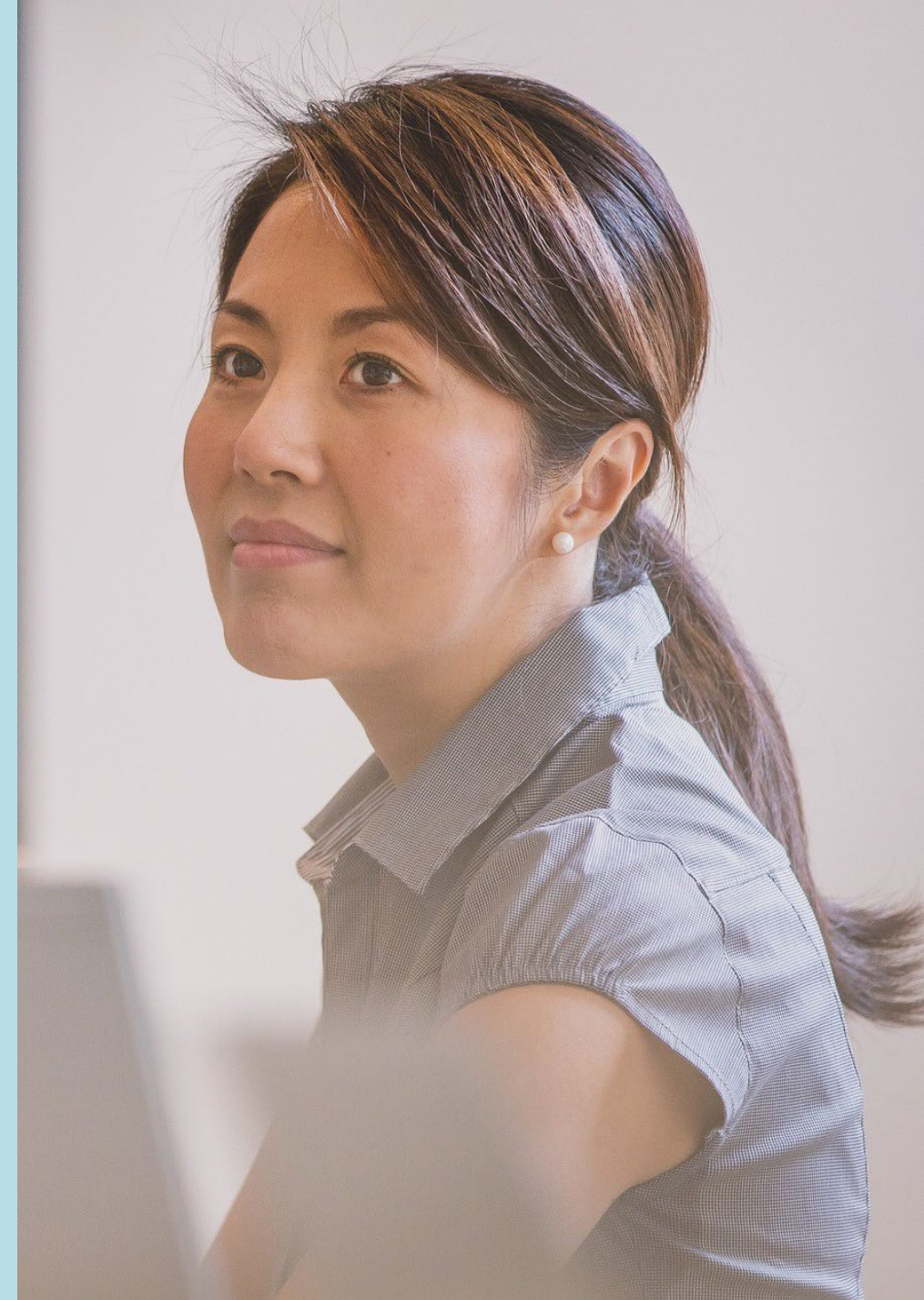
Is your personality putting you at risk for burnout?

1) Introvert (*how can you know?*)

Want to make an introvert happy? *Cancel.*

I need more friends who understand that I still want to be invited – *but I'm not going.*

You missed another call – because you were staring in horror at the screen – thinking WHY couldn't they *just text* instead?



Is your personality putting you at risk for burnout?

2) Agreeableness (Yes-Person)

3) Conscientiousness (The “Extra-Miler”)*

***Cross, R., Rebele, R., Grant, A. Collaborative Overload (2016, Jan-Feb)**
Harvard Business Review



**Do you have a personality factor
that increases your burnout risk?**

e.g

Introvert

Yes-Person

Extra-miler

Perfectionist

Other?

**What behavior do you need to
watch out for or change?**



Build a Boundary Management Strategy

INTEGRATIVE STYLE

(no clear boundaries:
physical/temporal/mental)

- Carry work stress into personal life
- Personal texts/calls while working
- Check work emails in personal time
- Think or talk about work (excessively) when with family/friends or relaxing

SEGMENTATION STYLE

(**Predictor of individual well-being + better work**)

- Ritual to end day / “What Went Well”
- “Do not disturb” on in day
- No checking email certain times/days
- Train your brain to be fully present in personal life / fully present at work

What is one significant way that your work is crossing boundaries into your personal life?

What is one boundary management strategy you could implement?



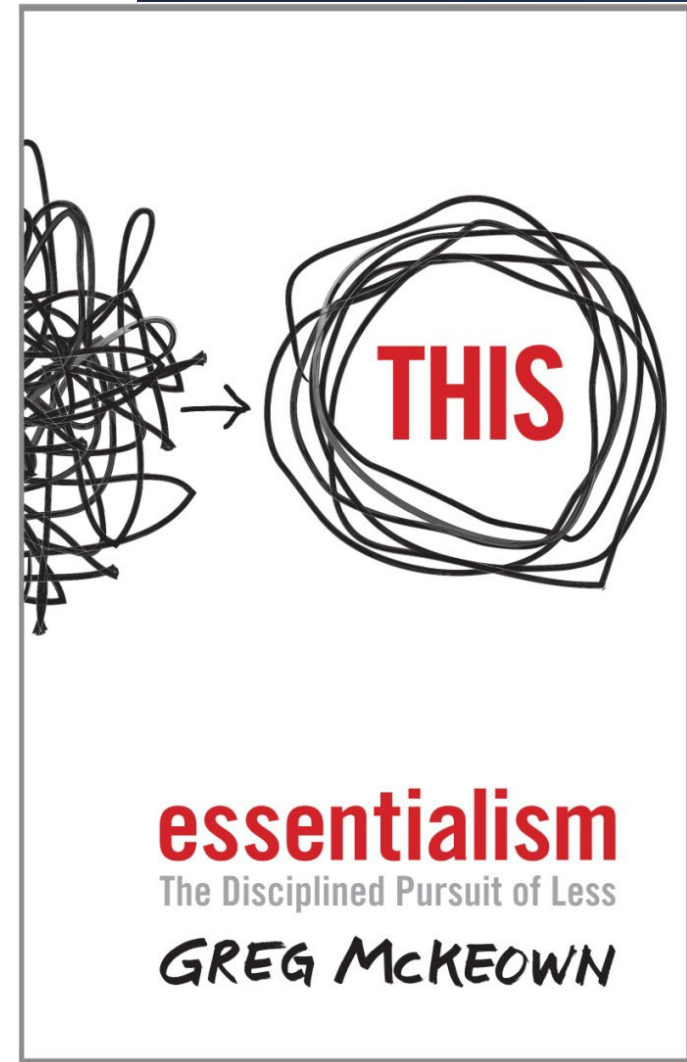
Make time for what matters most



by knowing what's ESSENTIAL.

“Essentialism”

- Identify your top 4 priorities
- Live as if they ARE your priorities!
- Become proficient at saying NO
- Learn to say NO to good or even great things...not just things you don't want to do



My homework for you.

- 1) Identify your top 4 life priorities
- 2) Ask yourself: How is the "health" of each of these areas? (0-10)
- 3) What is **one** simple way I can take better care of **one** area that is suffering/neglected?
- 4) From now on, give yourself permission to **CHOOSE WHAT MATTERS.**



Thank you.

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