

Building Resilience: One Step at a Time

Managing Burnout: The Time is Now

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Workplace burnout is extreme physical and emotional exhaustion because of one's work. Burnout can be caused by a variety of factors but is most common when a job has high demand and low resources or when an individual poorly manages their stress response.

How to recognize burnout in yourself and others

- Disengagement in activities at and outside of work
- Apathy
- Dreading coming to work
- Physical manifestations such as sleep disturbances, headaches, and muscle tension

How to measure burnout using the Copenhagen Burnout Inventory (CBI)

- CBI is a free way to assess your individual burnout
- It assesses personal, work-related, and client-related burnout
- The CBI, along with information about how it is scored, can be downloaded [here](#)

How to prevent and fix burnout: What leaders can do

- Increase job autonomy by allowing employees to have a say in how and when they can work
- Provide feedback so employees understand what they are doing well and what they can improve upon
 - Feedback also can improve the quality of work an employee is doing and give them a greater sense of purpose when it comes to their work
- Deliver appropriate trainings, including ongoing education
- Create a culture at work that supports mental wellbeing, provides resources to cope with stress and burnout, and makes employees feel valued

How to prevent and fix burnout: Reflect

- What resources can you begin to utilize at work?
- How can you better understand and manage your stress response?

Additional resources

- [PDF explaining workplace burnout for EMS professionals](#)
- [On-demand webinar about managing stress and burnout](#)