

Burnout Results

Town Hall #1 Nth America, UK and EU

Town Hall #2 Australia and Aotearoa (New Zealand)

#1 Burnout Town Hall 20-03-24

Date and Time:

20 March 2024 11:00 AM (EST)

Facilitator:

Neurodiversity&MentalWellness Shelly & Heath,
Tessitura Communities Meredith Kristen Gill

Attendees:

Summary:

Discussion topics included identifying burnout, in others and self, finding the cause, supporting your team and others, being proactive and preparing for the future, learning from mistakes, how to ask for personal needs and accommodations.

Topics discussed:

How do you spot burnout in others and yourself?

Comments:

- Irritability/ changes in mood
- Short term burnout - can burnout your energy for the day. Long term is soul crushing - not a one day fix and builds up - needs a long term fix
- agree with the mood factor for sure - both for myself and for people around me. Often when my outlook becomes much more negative I clue in to there being more going on

than I might think. As well as when the people around me seem to have more negative perspectives, especially without a positive thrown in there, I start to wonder about how they are doing. • Differences between Depression and Burnout – how can we tell?

- Developing the relationship so that regardless of diagnosis (depression or burnout) so that we can talk and work can assist in your mental health

Determining root cause of burnout—environment, institutional architecture, personal life / care, nature of work, etc.?

Comments:

- Bring people together to talk - one on one can be tricky, Asking what's the most challenging part of your day unpacks so that you can find the underlying cause from multiple angles •
- Remembering Will power and attention are finite resources. Flashing indicators are ok sometimes but not when you want to focus
- having an open discussion can be tricky when there are power dynamics and hierarchy impacting openness
- It definitely takes openness to feedback in the setting. And the ability to acknowledge the root might be in your own preferred workflow.
- When you have to cope even when your reserves are empty - hard when you are a team of one dealing with a crisis.
- When you are a supervisor, model the best behaviour. Set up a culture protecting mental health and creating a work life balance. Acknowledge that

Supporting teams through burn-out and busy times... how to be there for each other.

Comments:

- Prepping for a gala - team is wiped out. How do we support each other during busy times •
- anyway to take away tasks that lead to overload
- Is there a post event triage? Journal what you are doing each day can help you unpack •
- Debriefs after events are super useful for us! We figure out what didn't work and fix it or next time. (like 1)
- Other departmental support for the teams going through a crisis.

- Often the biggest burnout happens after a big event or project is over because your body has been going on adrenaline for so long. Planning for crash time is a good way to help heal short-term burnout. I always have to take time off after TLCC (so I can only imagine the people actually putting on TLCC need even more down time).
- Appointing a person to be the triage person so that the person who is focusing can be protected
- Triage to support both sides is such an interesting way to look at it.
- Having someone to support the day to day when you focus - day to day documentation is good for planning.

Pre-preparing for burnout: what to do when you aren't experiencing burnout at the moment, but know you will be going into a tough time ahead

Comments:

- How do you prepare for things upcoming that are big potential burnouts
- Prepare for the worst and plan to get ahead of it
- Conscious of where we get energy. How do I find that in a day when I'll need it - Strat 2 Write the thing that is bugging you in a bag and lock it in the freezer to give yourself permission to put it aside
- 6 month plan 12 month plan and 18 month plan - can people on task when you are in a leadership shift. Can keep your focussed when people are having their motivation flag • ND&MW-team
- I recently put on a personal event (daughter's birthday party) and I had a whiteboard that said "How can I help?" at the top, and then I wrote down anything that other people could do that didn't require much explanation. Then when someone came up to me and asked how they could help, all I had to do was point at the whiteboard and I didn't even have to stop what I was doing or put energy towards showing them how to help.
- A smaller suggestion on the scale of things, but having some holiday/vacation time booked in advance could be helpful - even a day or two off here and there could help (at least a little). And something non-work related to look forward to!

How to know whether you should ask for accommodations (especially when in burnout)

Comments:

- Varieties of Burnout - there are a few articles on ND&MW website
- sticking it out. Pushing through it can be deleterious to your health

- Really hard when you are a department of one
- If you need accommodation, ask. Leaders please be open to the needs (it's more help than hindrance).

Topics not discussed:

Advocating wellness for other teams

Does your organisation think about access to mental health services broadly or is it more one size fits all.

Working with/for and considering the experience of more communities seems to approve the mental health and engagement of our staff. Does this happen in other orgs too?

Teams Chat:

I really like that idea K - triage to support both sides is such an interesting way to look at it.

I recently put on a personal event (daughter's birthday party) and I had a whiteboard that said "How can I help?" at the top, and then I wrote down anything that other people could do that didn't require much explanation. Then when someone came up to me and asked how they could help, all I had to do was point at the whiteboard and I didn't even have to stop what I was doing or put energy towards showing them how to help.

I have to drop off. Thank you everyone!

A smaller suggestion on the scale of things, but having some holiday/vacation time booked-in in advance could be helpful - even a day or two off here and there could help (at least a little). And something non-work related to look forward to!

Sadly, I have to drop for another meeting. Thank you, everyone.

I have to jump off as well. Thank you all for some great ideas!

Glad to spend this morning with you all and hope to see you all on the boards or maybe in person soon!

Thank you, Heath!

Thank you so much - what a great conversation!

Thanks everyone!

Thank you so much!

Thank you, Heath and Shelly, for bringing us together today!

Thanks guys! This was great.

Thanks all! Such a great convo and things to think about!

Thank you so much for today - it was really helpful to hear from others who are working through similar situations. SO BENEFICIAL!

Thank you for organising, great discussion!

#2 Burnout Town Hall 22-03-24

Date and Time:

22 March 2024 April 2024 01:00 PM AEDT

Facilitator:

Neurodiversity&MentalWellness Shelly & Heath,
Tessitura AP

Attendees:

Summary:

Discussion topics included spotting burnout in others and yourself, as a manager how to manage burnout in your team esp. with long serving staff, helping people balance their passion for the industry with self care.

Topics discussed:

How do you spot burnout in yourself or others?

Comments:

- Can be harder to see your own burnout
- Energy at the start of shift. How someone responds - down or flat affect. •
- personally decision making
- I find a good sign is when I lose the ability to be interested in anything that takes an ounce of exec function. Partner usually spots it first...so maybe I'm not that good at it! •
- The following effects from an impactful time are a good thing to look for.
- How do you give feedback without sounding accusatory or reprimanding?
- Using a models of feedback to identify in a neutral way
- alexithymia make spotting that in myself very difficult
- In line with that I find I go just BLANK when I go to do something I usually know how to do blind folded.
- Our organisation wide feedback training is based on the book Radical Candour: <https://www.radicalcandor.com/>
- You can crash from sensory overload etc but still have to push through the day and spend the night weekend recovering.
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- Also the long term burnout will change your mood and make it so much harder to recover from. A weekend off won't fix it.

- Creating processes that include respect: respect for turn around times. Being onboarded on the process.
- We acknowledge there are many things we can't change. What we are able to manage is how we treat and look after each other, as a team.

How can Managers help to manage burn out in customer facing staff, particularly for those that are long serving?

Comments:

- Customer service training in Emotional Intelligence - preparing staff pre.
- Need to be prepared for incidents ... we had channels to take the "hot incoming" feedback but it came too late
- if you have an EAP it is an important thing to have in mind as people forget
- methods are more individual but we want to have ways that are group and team. Not just self managing.
- Staff briefings are an opportunity - e.g learning " Hello "" and "welcome in Auslan
- We all have a battery that runs down - esp. if the circumstances are pushing you hard - there are many ways for people to recharge - good to have those options. Sometimes you need timeout and sometimes you need to vent. It varies
- Re: Box breathing training. Do you see that breathing technique being utilised by staff? It's great that you're talking about it! But I'd love to know what the uptake is.
- I'm not on the floor so much anymore but when I walk through the museum to chat to folks, I'm often reminding them of these techniques (e.g. box breathing) or we chat about them and they talk about how they do work - when they remember!
- I find we struggle with getting suggestions from theory to practice. They have the info but don't seem to take the step to use it.
- Info from patrons and taking feedback is part of the job - needs to be not personal and not harmful

Helping others balance passion and care to prevent burn out.

Topics not discussed:

How can you explain the burnout risk caused by understaffing to leadership/HR when all they see is business as usual?

Comments:

I think acknowledging the often silent nature of late stage burnout is really important.

Working with/for and considering the experience of more communities seems to approve the mental health and engagement of our staff. Does this happen in other orgs too?

Do you have Mental Health first aiders at your org?

Do you have a system to support other departments' teams?

Teams Chat:

Do you see that breathing technique being utilised by staff? It's great that you're talking about it! But I'd love to know what the uptake is.

I'm not on the floor so much anymore but when I walk through the museum to chat to folks, I'm often reminding them of these techniques (e.g. box breathing) or we chat about them and they talk about how they do work - when they remember!

I find we struggle with getting suggestions from theory to practice. They have the info but don't seem to take the step to use it

I hear that! Coming back to it periodically can help reinforce, rather than a 'we told you once, now remember it...' - a different time, a different person using different words...can all make it click in a different way.

It's good to hear you all listening and being aware of your staff needs in this regard. I find very spotty success when I express needs around this for myself or those working directly in my line.

I find a good sign is when I lose the ability to be interested in anything that takes an ounce of exec function.

So true.