



# Preventing Burnout

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# Lesson Objectives

By the end of the presentation you should be able to:

1. Define Burnout
2. Explain the Workplace Continuum
3. Discuss workplace and personal intervention techniques



# This presentation is based on

- The work of Dr. Christina Maslach, UC Berkley
- Dr. Michael Leiter, Acadia University



# Defining Burnout

What's your definition?



# Outcomes of Burnout

What do you think are some outcomes?



# Burnout Myths

The person “can’t run with the big dogs.”  
Burnout is a problem to be solved.  
It’s just how we work here.  
There’s nothing we can do.



# 3 Dimensions of Burnout/ Stress Response

Burnout	Engagement
Exhaustion	Energy
Cynicism	Involvement
Inefficacy	Efficacy



## (6) Areas of Workplace Match or Mismatch

- Workload
- Control
- Reward
- Community
- Fairness
- Values
  
- I'm going to add one more to theirs: Expectations



# General Engagement Model

➤ Workload

➤ Control

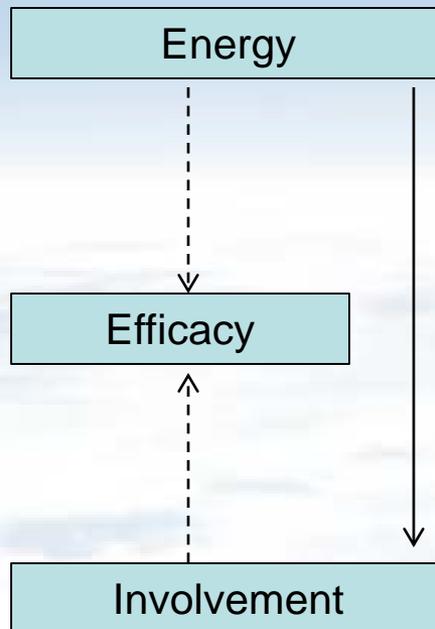
➤ Reward

➤ Community

➤ Fairness

➤ Values

➤ I'm going to add one more to theirs: Expectations



**OUTCOMES**  
Acceptance of Change  
Quality of Work  
Customer Satisfaction  
Fulfilling Membership



# Stuff that will trip you up

- Workload might not be a cause but a symptom of a cause being one of the other areas (control, reward, community, fairness, values, expectations)
- Perception of change
- The law of change
- Not giving it enough time
- Relying only on the organization to change ('cause if you are burned out, you gotta help yourself too)



# Management Areas Affecting Stressors

- Communication
- Supervisor
- Professional Development
- Cohesiveness



# Personal Areas Affecting Stressors

- Family issues
- Personal health/routine
- Your paying job
- Financial matters
- Time
- Our own expectations
- Technology/Socialization



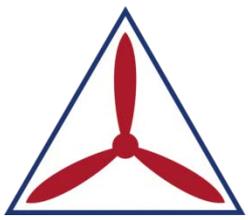
# Moving the Scale

Burnout	Engagement
Exhaustion	Energy
Cynicism	Involvement
Inefficacy	Efficacy



# Questions? Feedback?

Ask now or email [bjtourville@capnhq.gov](mailto:bjtourville@capnhq.gov)



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A nighttime photograph of the Anaheim Marriott hotel. The building is illuminated with warm lights, and a prominent red neon sign is visible on the left side. In the foreground, there is a large, curved fountain with water cascading over a stone wall. The sky is dark, and other buildings are visible in the background.

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