



International
Wellbeing Insights
People, Culture & Wellbeing



Stress Management Society
from distress to de-stress

Plan International Burnout and Self Care Session One

For further information, please contact
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WELCOME

Stress is the driving force that keeps us on our toes and ensures that we push to be the best we can be. However that is only valid up to a certain point. If we have too much stress and endless wear and tear, it can drive us into physical, mental and emotional exhaustion.

Certainly we can't avoid the problem. Situations arise on a day-to-day basis, which make physical, mental and emotional demands on us. There may be decisions that need to be made, deadlines that need to be met, and lessons to be learned.

Unreasonable stress affects one in five of the working population and after acute medical conditions it is the most common cause of long term sickness absence from work (CIPD Absence Management 2014).

Stress undoubtedly makes people ill. It is now known to contribute to heart disease, hypertension and high blood pressure, it affects the immune system, is linked to strokes, IBS (Irritable Bowel Syndrome), ulcers, diabetes, muscle and joint pain, miscarriage, allergies, alopecia and even premature tooth loss.

Therefore it is imperative to strike the right balance. As individuals, we must take stock of all aspects of our life and situations and learn to cope better.

Treat it early, and your prospects are good. Ignore the problem, and there is a risk that 'burnout' may become a permanent state of affairs.



UNDERSTANDING BURNOUT

The 11th Revision of the International Classification of Diseases 11 (ICD-11) defines burnout as

“a syndrome conceptualized as resulting from chronic workplace stress that has not been successfully managed”.

Moreover, according to the ICD-11’s definition, burn-out is characterized into three dimensions:

FEELINGS OF ENERGY DEPLETION OR EXHAUSTION

INCREASED MENTAL DISTANCE FROM ONE’S JOB, OR FEELING OF

NEGATIVISM OR CYNICISM

REDUCED PROFESSIONAL EFFICACY

OTHER SIGNS AND SYMPTOMS OF BURNOUT:

- | | |
|--|--|
| • COMPULSION TO PROVE ONESELF | • LIEVE THAT OTHERS ARE LAZY |
| • PUSH TO WORK HARDER | • OBVIOUS BEHAVIOURAL CHANGES NOTICED BY OTHERS |
| • NEGLECTING PERSONAL NEEDS | • LOSS OF CONTACT WITH SELF |
| • INCREASED PERCEPTION OF CONFLICT | • FEELINGS OF INNER EMPTINESS |
| • WITHDRAWAL FROM SOCIAL SITUATIONS | • LOW MOOD, DEPRESSION |
| • A REVISION OF YOUR VALUE SYSTEM, SELF-WORTH BASED JOB | • DISTORTED SENSE OF TIME |
| • DENIAL OF PROBLEMS AND/OR BE- | • MENTAL, EMOTIONAL OR PHYSICAL COLLAPSE |

BURNOUT SURVEY

This survey will ask you a series of questions to unpack some of the behaviours that can often lead to becoming burnt out.

The objective of this exercise is not to be compared against a scale or receive a score. The exercise is not intended to cause alarm or cast judgement, but to empower you to improve the pressures that contribute to burnout.

ASSESS YOUR RISK OF BURNOUT

| Presenteeism: approximately how many days have you worked whilst either physically, mentally or emotionally unfit in the last 12 months? | | | | | |
|--|-------------------|----------|-----------|-------|----------------|
| | Never | Rarely | Sometimes | Often | Always |
| My job __ makes me feel exhausted and depleted of energy | Never | Rarely | Sometimes | Often | Always |
| I feel I __ have negative and/or cynical thoughts relating to my job | Never | Rarely | Sometimes | Often | Always |
| I __ worry about work outside of my contracted hours | Never | Rarely | Sometimes | Often | Always |
| I am __ able to not let work worries affect my private life | Never | Rarely | Sometimes | Often | Always |
| I get at least 6.5-7 hours of uninterrupted sleep at least four times a week | Never | Rarely | Sometimes | Often | Always |
| The dividing line between my work and private life is becoming more blurred | Strongly Disagree | Disagree | Not sure | Agree | Strongly Agree |
| It's hard for me to switch off | Strongly Disagree | Disagree | Not sure | Agree | Strongly Agree |
| I feel like I'm working more than the traditional '9 to 5' | Strongly Disagree | Disagree | Not sure | Agree | Strongly Agree |
| If working more than '9 to 5', I <u>do not</u> take the time back for me | Strongly Disagree | Disagree | Not sure | Agree | Strongly Agree |
| I feel a bit directionless, like I've lost my purpose | Strongly Disagree | Disagree | Not sure | Agree | Strongly Agree |
| My energy levels make me I feel that I am unable to carry out my work effectively | Strongly Disagree | Disagree | Not sure | Agree | Strongly Agree |
| I feel valued at work | Strongly Disagree | Disagree | Not sure | Agree | Strongly Agree |
| I feel compelled to prove myself | Strongly Disagree | Disagree | Not sure | Agree | Strongly Agree |
| I push on to work harder | Strongly Disagree | Disagree | Not sure | Agree | Strongly Agree |
| I have been neglecting my own personal needs | Strongly Disagree | Disagree | Not sure | Agree | Strongly Agree |
| I have been choosing to not socialise as much as I used to | Strongly Disagree | Disagree | Not sure | Agree | Strongly Agree |
| My self-worth is linked to my achievements | Strongly Disagree | Disagree | Not sure | Agree | Strongly Agree |
| I often believe that others are lazier than me | Strongly Disagree | Disagree | Not sure | Agree | Strongly Agree |
| Others have noticed a change in my behaviour | Strongly Disagree | Disagree | Not sure | Agree | Strongly Agree |
| I feel disconnected from others | Strongly Disagree | Disagree | Not sure | Agree | Strongly Agree |
| My mood has been low | Strongly Disagree | Disagree | Not sure | Agree | Strongly Agree |
| I feel like there aren't enough hours in the day to get things done | Strongly Disagree | Disagree | Not sure | Agree | Strongly Agree |
| I feel like I'm close to or I have experienced a mental, emotional or physical collapse | Strongly Disagree | Disagree | Not sure | Agree | Strongly Agree |
| TOTALS | | | | | |

MAINTAINING BOUNDARIES

THIS SURVEY WILL ASK YOU A SERIES OF QUESTIONS TO UNPACK SOME OF THE BEHAVIOURS THAT CAN OFTEN LEAD TO 'YES STRESS'. THE OBJECTIVE OF THIS EXERCISE IS NOT TO BE COMPARED AGAINST A SCALE OR RECEIVE A SCORE.

THE EXERCISE IS NOT INTENDED TO CAUSE ALARM OR CAST JUDGEMENT, BUT TO EMPOWER YOU TO SAY 'NO' WHEN YOU NEED TO.

| ASSESS YOUR ABILITY TO ASSERT YOURSELF | AGREE | DISAGREE |
|---|-------|----------|
| I TAKE ON MORE THAN I CAN DEAL WITH | A | D |
| I DO MORE TASKS FOR OTHERS THAN OTHERS DO FOR ME, AND IT CAUSES ME PROBLEMS | A | D |
| I FEEL THAT PEOPLE TAKE ADVANTAGE OF ME | A | D |
| I AGREE TO THINGS TO AVOID CONFRONTATION | A | D |
| I FEEL STRESSED BECAUSE OF TASKS THAT OTHERS HAVE GIVEN ME | A | D |
| I CANNOT TELL OTHERS WHEN THEIR BEHAVIOUR IS NOT ACCEPTABLE TO ME | A | D |
| I CANNOT EXPRESS MY HONEST OPINION TO OTHERS | A | D |
| I CANNOT SAY 'NO' WITHOUT FEELING GUILTY OR ANXIOUS | A | D |
| I OFTEN DEPRIORITISE MY NEEDS TO FULFIL SOMEONE ELSE'S DEMANDS | A | D |
| TOTAL | | |

MY PERSONAL ACTION PLAN

I PROMISE MYSELF I AM GOING TO DECREASE MY 'YES-STRESS' BY TAKING THESE ACTIONS:

1. _____
2. _____
3. _____

ENTER YOUR COMMITMENTS TO LOG YOUR ACTIONS AND PROGRESS

ASSERTIVE COMMUNICATION

ASSERTIVE COMMUNICATION IS H.A.R.D.

HONEST

APPROPRIATE

RESPECTFUL

DIRECT

| PASSIVE | | PASSIVE/AGGRESSIVE | | AGGRESSIVE | |
|---------|-------------|--------------------|-------------|------------|-------------|
| N | HONEST | N | HONEST | Y | HONEST |
| Y | APPROPRIATE | N | APPROPRIATE | N | APPROPRIATE |
| Y | RESPECTFUL | N | RESPECTFUL | N | RESPECTFUL |
| N | DIRECT | N | DIRECT | Y | DIRECT |

| PASSIVE (NON-ASSERTIVE) | PASSIVE AGGRESSIVE (INDIRECT RUDENESS) | AGGRESSIVE (RUDE) |
|---|--|---|
| <ul style="list-style-type: none"> • Avoid expressing their ideas or feelings • Over-asking for permission or clearance • More listening than talking • Deflated tone and body language • Apologetic, over self-deprecating, could even start a sentence with "Sorry...", "I'm probably wrong..." • Fail to express their feelings, needs, or opinions • Tend to speak softly or apologetically • Exhibit poor eye contact and slumped body posture | <ul style="list-style-type: none"> • Indirectly express their ideas or feelings • Resents or outright opposes the instructions of others, though they may still do what they're told • Delays finishing a task that someone else requested or makes intentional mistakes • Has a sarcastic or argumentative attitude • Routinely complains about feeling underappreciated to the wrong people • Withholds information • Criticises/Gossips about others • Can play 'the victim' • Pretending not to know about a work deadline where a co-worker is counting on them and not getting the work done • Backing out commitments last minute • Social or Professional exclusion - intentionally leaving people out events or meetings | <ul style="list-style-type: none"> • One-upmanship, point scoring and put-downs • Pursue their own wants and needs in a fashion detrimental to others • Verbally (and/or physically) abusive • Try to dominate, can invade personal space or encroach boundaries • Use humiliation to control • Criticise, blame, or attack • Be very impulsive • Have low frustration tolerance • Speak in a loud, demanding, and overbearing voice • Act threateningly and rudely • Do not listen well • Interrupt frequently • Use "you" statements |

ASSERTIVE COMMUNICATION

ASSERTIVE COMMUNICATION IS H.A.R.D.

HONEST

APPROPRIATE

RESPECTFUL

DIRECT

ASSERTIVE COMMUNICATION STYLE

Y

HONEST

Y

APPROPRIATE

Y

RESPECTFUL

Y

DIRECT

- LISTENS WITHOUT INTERRUPTION
- STANDS UP FOR THEIR RIGHTS BY CLEARLY STATING NEEDS AND WANTS IN A FACTUAL MANNER
- KEEPS A GOOD DEGREE OF EYE CONTACT
- USES THE APPROPRIATE SPEAKING VOLUME
- USES CONFIDENT BODY LANGUAGE
- USES “I...” STATEMENTS
- COMMUNICATES RESPECT FOR OTHERS
- FEELS IN CONTROL OF SELF
- SPEAKS IN A CALM AND CLEAR TONE OF VOICE
- HAS A RELAXED BODY POSTURE
- FEELS CONNECTED TO OTHERS
- IS ACCOUNTABLE FOR THEIR OWN MISTAKES
- TAKES RESPONSIBILITY TO MAKE AMENDS
- DOES NOT ALLOW OTHERS TO ABUSE OR MANIPULATE THEM
- CAN GIVE AN OPINION OR SAY HOW THEY FEEL
- CAN ASK FOR WHAT THEY WANT OR NEED
- CAN DISAGREE RESPECTFULLY
- CAN OFFER IDEAS AND SUGGESTIONS
- CAN SAY NO WITHOUT FEELING GUILTY
- CAN SPEAK UP FOR SOMEONE ELSE WHEN APPROPRIATE

SCALE OF WILLINGNESS

| | | |
|--------------|---|--------------------|
| YES | I'M IN - YES, FOR SURE! | RECEIVING |
| | <p>YES, I AM WILLING</p> <p>YES, I'M WILLING BUT...</p> <p>I'D RATHER NOT BUT I WILL FOR YOU</p> | GIVING |
| MAYBE | <p>I' M CURIOUS, TELL ME MORE...</p> <p>DON'T KNOW</p> <p>I FEEL UNSURE</p> <p>NOT THAT, BUT I WILL DO THIS ...</p> | NEGOTIATION |
| NO | <p>I'M NOT WILLING TO DO THAT</p> <p>IT'S A 'NO' FROM ME ON THAT</p> <p>NO WAY!</p> | NON-ACTION |

BREATHING EXERCISES

(Please do not use this if you are pregnant, have high blood pressure, heart disease or musculo-skeletal issues)

Benefits

- Balances the nervous system
- Tones the heart
- O2 and CO2 exchange increases

RELAXATION TECHNIQUE—4/8/10 BREATHING

INSTRUCTIONS

- Scan the room—colour, sound, energy, how do you feel?
- Imagine a triangle from the corners of your hips to your belly button, inside the triangle is a ball or balloon. Every time you take a breath, imagine that ball/balloon filling up with air.
- Exhale to empty your lungs, then counting to 4, inhale to the belly, filling up the ball/balloon. Once you reach 4, hold this breath for 8 seconds and then slowly exhale to the count of 10. Repeat 2/3 times
- Before doing anything else, scan the room again, how do you feel now?

1-MINUTE FOCUS PRACTICE

INSTRUCTIONS

This breathing exercise is an easy mindfulness technique that allows us to practice being purposeful, in the present moment, and non-judgmental:

- Close your eyes and breathe normally
- Watch your breath, focusing your awareness
- Notice the sensation of your breath around the nostrils
- Where is your breath coming in to? Is your breath fast or is it slow?
- Do not force the breath, just observe it for a few minutes

MY ACTION PLAN

KNOWLEDGE IS POWER...ONLY IF YOU APPLY IT OR TAKE ACTION

GO TO [STRESS.ORG.UK](https://www.stress.org.uk) FOR HUNDREDS OF TIPS

THINK OF THREE COMMITMENTS YOU ARE GOING TO TAKE TO ENSURE YOU ARE BUILDING YOUR PERSONAL RESILIENCE. THIS IS ABOUT LIFESTYLE BALANCE, MAKE YOUR ACTIONS FOCUSED ON **BURNOUT**, **DIGITAL DETOX**, AND **HEALTHY BOUNDARIES**...

ACTION POINT 1: (BURNOUT): I WILL...

ACTION POINT 2 : (HEALTHY BOUNDARIES) I WILL...

ACTION POINT 3 : (ASSERTIVENESS) I WILL...

WHO WILL I MAKE MYSELF ACCOUNTABLE TO OVER THE NEXT 30 DAYS?

HOW WILL WE STAY IN TOUCH? HOW MANY TIMES OVER THE NEXT 30 DAYS?



ABOUT INTERNATIONAL WELLBEING INSIGHTS

Stress is a much used (and abused) term these days. You frequently hear people say “I’m stressed” or “I’m depressed”, yet there is still much confusion about what these terms actually mean and how best to tackle them. This is where we can help. We are the UK’s leading authority on stress management issues, which is why you will regularly hear us talking about this topic in the media.

International Wellbeing Insights is an organisation dedicated to leading effective universal change by maximising your resilience, happiness, productivity and success with our passionate approach to reducing stress and promoting wellbeing. Our extensive knowledge of stress and wellbeing and our cutting edge interventions have made us the primary organisation dealing with work-related stress reduction and wellbeing promotion in the UK since 2003.

For years, we’ve been empowering individuals to take charge of their wellbeing through our workshops, guides and regular updates. We also act as a trusted advisor for many companies such as SMBC, Garrett, Dragados, DHL, and the NHS—guiding them through the wellbeing solution maze.

For more information or to book a workshop or a coaching session see www.wellbeing.work or call 0203 142 8650 or email info@stress.org.uk

If you want to promote wellbeing in your company using branded stress management products, go to www.stress.org.uk.





We provide a range of services across the UK and internationally. We are always happy to discuss how we can support you.

We look forward to supporting your wellbeing journey.

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We have supported many organisations, including:

