

Avoid a Project Management Blind Spot:

Employee Stress and Burnout

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Section 1: Burnout and its effects on human beings

Section 2: Burnout – the back story

Section 3: Plan for the worst, hope for the best

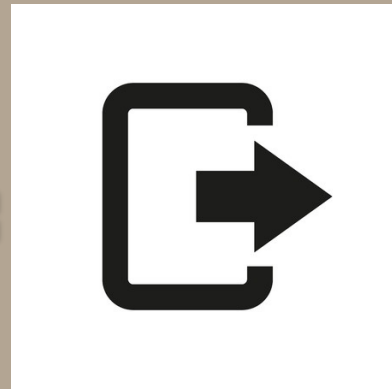
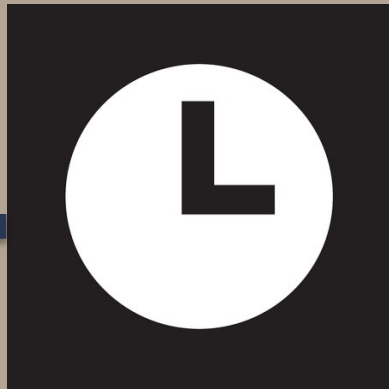
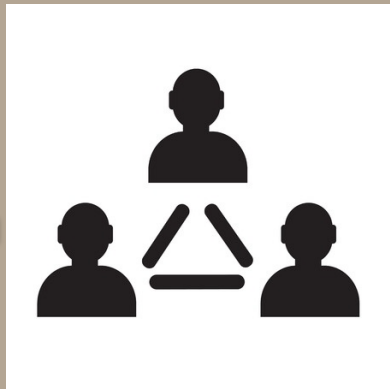
Section 4: Practice scenarios

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What are your initial thoughts
about **employee stress & burnout?**

What If Your Team...



- Managing stress
- High stress/Burnout





- Productivity
- Absenteeism
- Turnover
- Healthcare costs
- Disability costs
- Workplace accidents
- Workers' compensation

Was your reaction different?

Why?

Three Stages of Burnout

Fatigue



Depersonalization



Low sense of
personal
accomplishment

Three Stages of Burnout

Fatigue



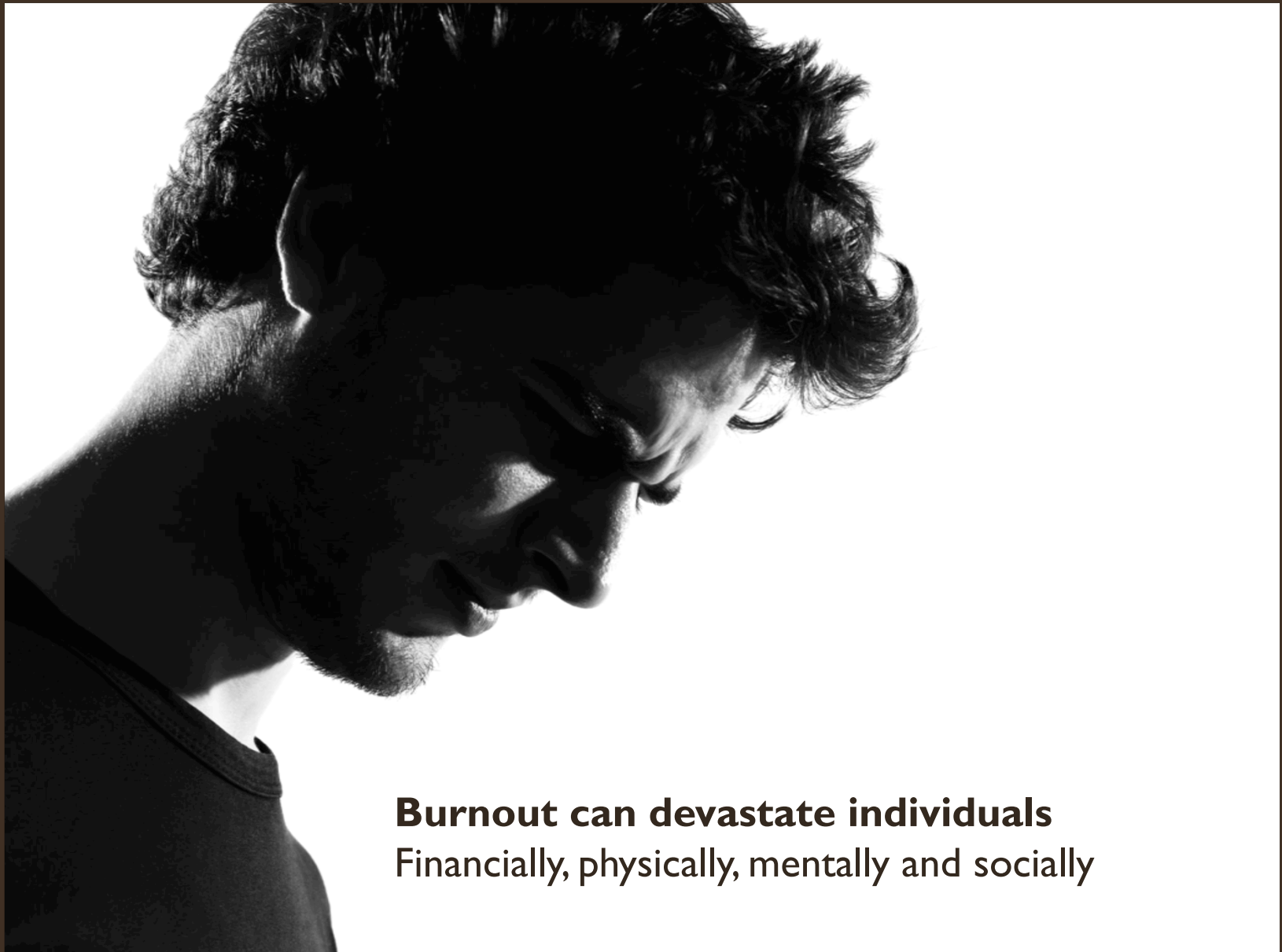
Depersonalization



Low sense of
personal
accomplishment

This is what they
experience...

*...what do you see
as a result of their
burnout?*



Burnout can devastate individuals
Financially, physically, mentally and socially

Burnout derails promising careers

Extreme Stress and Burnout: *What they cost your organization*

- 19% of absenteeism costs
- 40% of staff turnover costs
- 55% of cost of EAP and related healthcare costs
- 30% of short- and long-term disability costs
- 10% of drug plan costs
- 60% of workplace accident costs
- 100% of workers' compensation claim costs

Dollars and Sense

In organizations with over 1000 people, what is the calculated **cost of stress** to the organization per person per year? (*adjusted for 2013 rates*)

- a. \$250
- b. \$940
- c. \$1500
- d. \$3700

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- d. **\$3700**

Dollars and Sense

Jobs with **overtime schedules** increase the injury hazard rate how much, according to a 2005 study evaluating over 110,000 work records in the US?

- a. 17% higher
- b. 39% higher
- c. 67% higher
- d. 92% higher

Dollars and Sense

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Dembe et. al. 2005

Dollars and Sense

Regarding employee turnover, on average, how long does it take a **new employee** to be working at a “reasonably proficient” rate?

- a. 2 weeks
- b. 5 weeks
- c. 3 months
- d. 6 months

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When all is said and done, replacing an IT professional costs the organization what % of the position's annual salary in direct expenses?

- a. 35%
- b. 46%
- c. 176%
- d. 241%

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Dollars and Sense

When all is said and done, **replacing an IT professional** costs the organization what % of the position's annual salary in direct expenses?

- a. 35%
- b. 46% *replacing a frontline employee*
- c. **176%**
- d. 241% *replacing a middle manager*





**Thank You for choosing Red Lobster
in Bridgewater. Today your server was**
thinking about ending your life.



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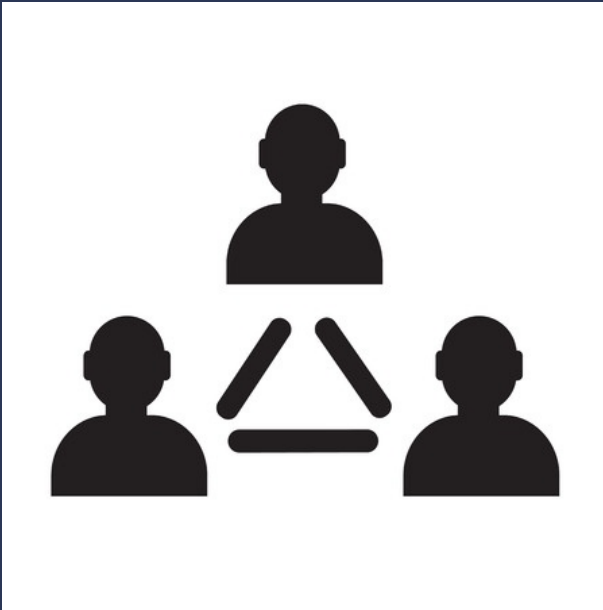
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The Organizational Factors:



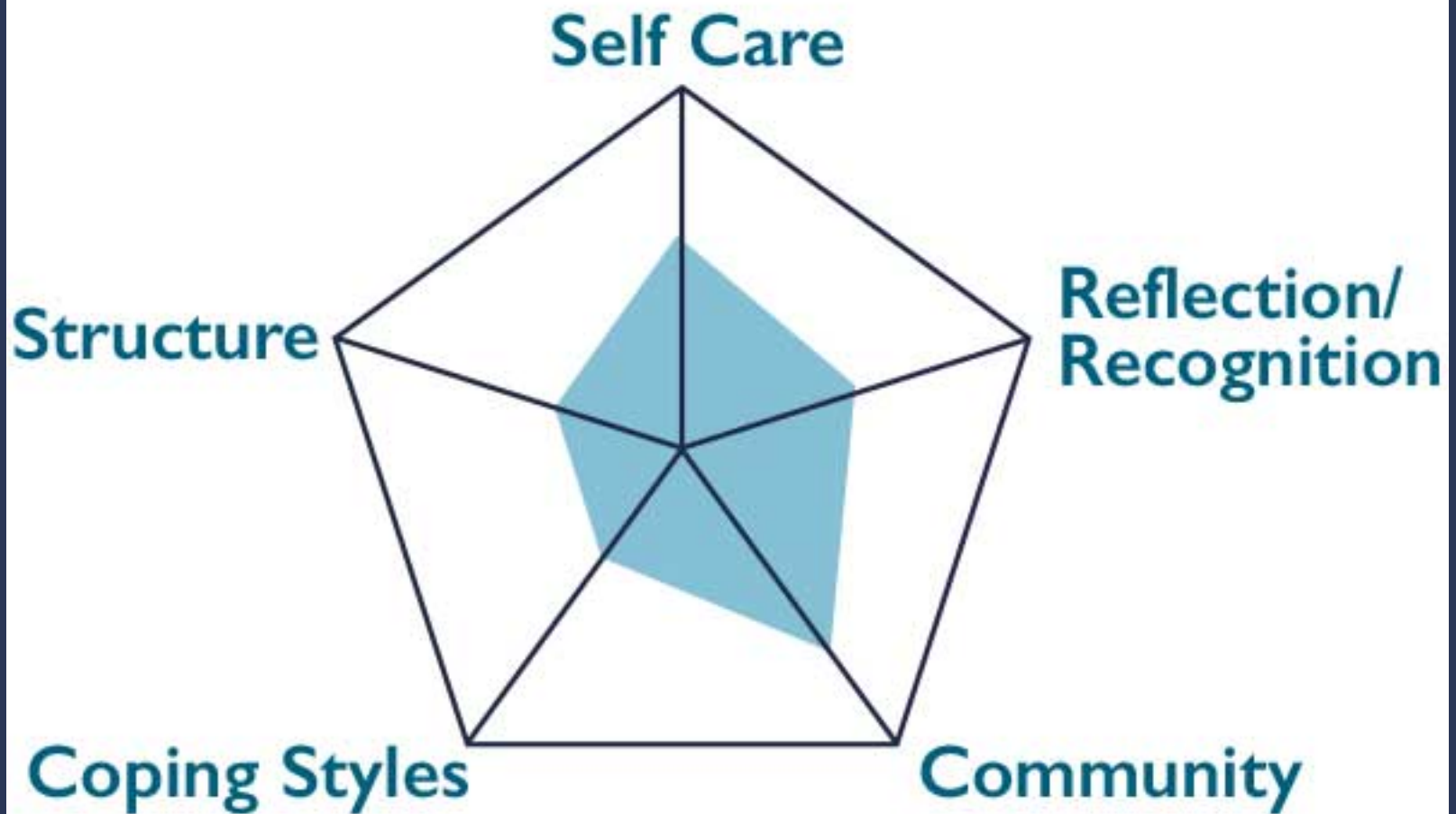
- Workload
- Control
- Reward
- Community
- Fairness
- Values

An Individual's 5 Vulnerable Areas:



- Self Care
- Reflection/
Recognition
- Community
- Coping
- Structure

The Burnout Shield



Married to your job?

**Emergency
Phone is
Out of Service**

Please do not have an
emergency at this location



I need advice

Nevermind I already did the stupid thing

slyoung10:

This must be what it's like to be my friend

The maintenance guy has a sense of humor.

Hey girl



This copier, like me, is too
hot and currently
unavailable

(Please use the copier on
the 4th floor- room 415)

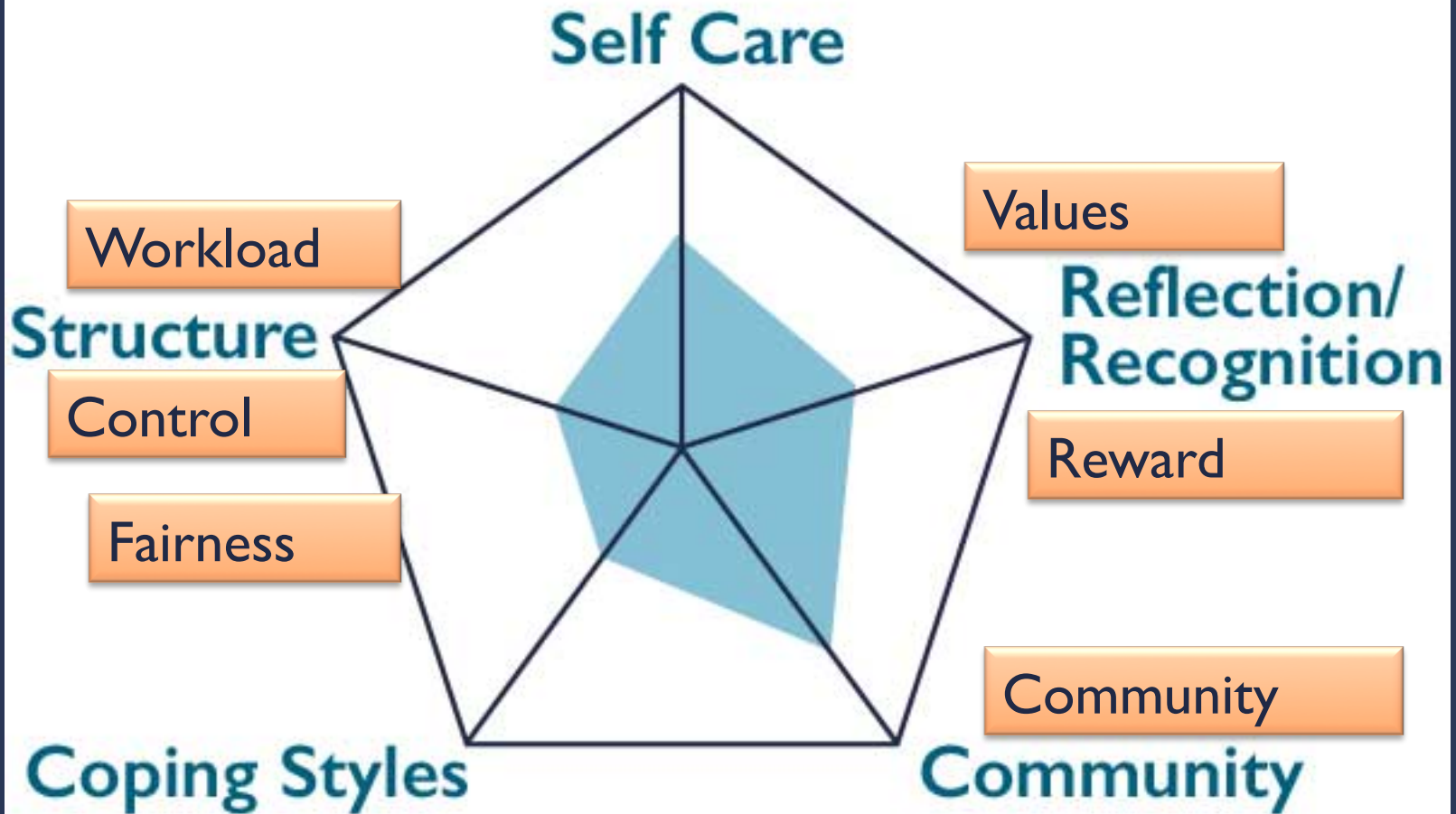
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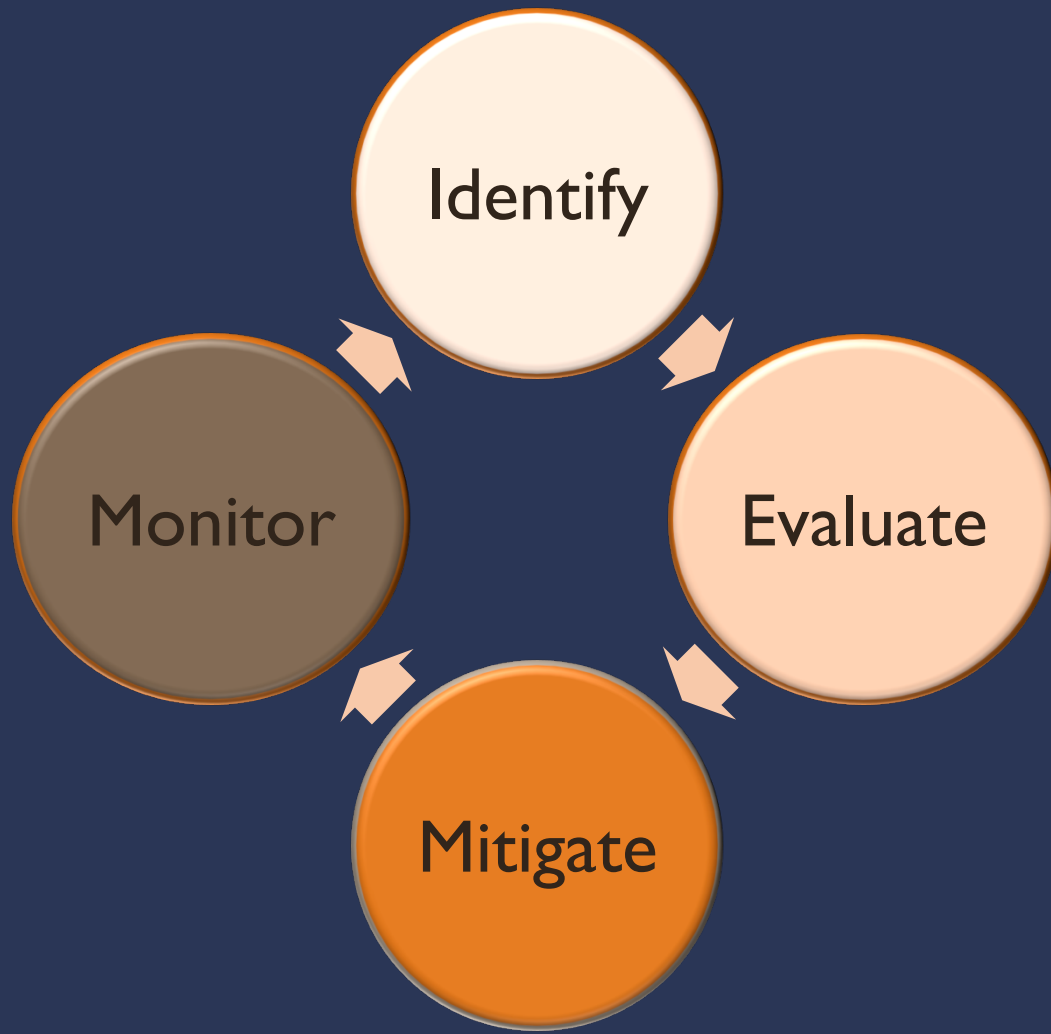
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Which Areas Can You Impact?








Identify

- Workload:
- Control:
- Reward:
- Community:
- Fairness:
- Values:



Identify

- Self-Care:
- Coping:



Evaluate

- Organizational culture
- Preferred recognition types
- Metrics used for measurement of success
- Motivational focus (Regulatory Theory)
- Homes and Rahe Stress Scale

Mitigate

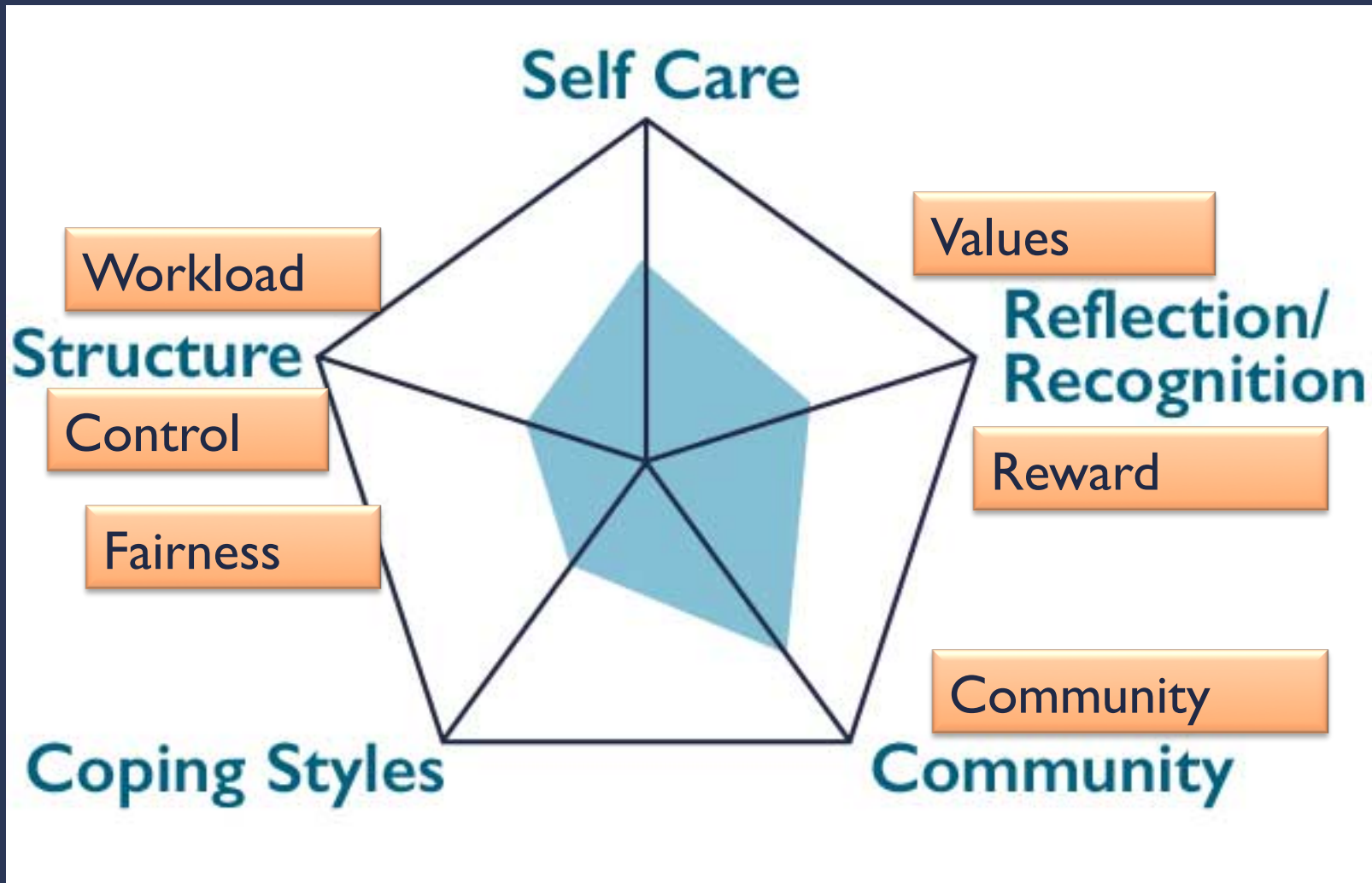


Monitor





You Can Have a Significant Impact



Thank you!

Marnie Loomis ND

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