

# Why work is making us angry

Understanding, managing and preventing  
burnout.

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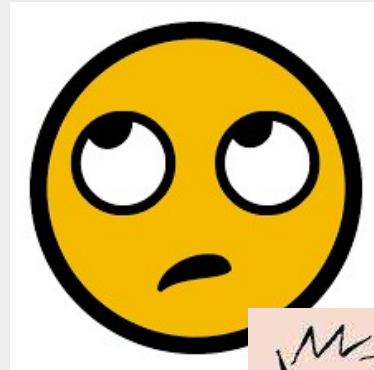
# A little bit about me



- Chartered Clinical Psychologist
- Neuropsychologist
- Associate Fellow of British Psychological Society
  - Eeek there's a psychologist in the room!
- Health and Wellbeing Consultant
  - Global strategies – may not be what you think!
- Keynote speaker
- Therapist/Coach
- Writer

Feeling a little angry?

- Have you noticed you or your colleagues are feeling a little less patient?



There's a  
new kid on  
the block



Absenteeism – passive/absent

Presenteeism – passive

**Resenteeism – destructive**

Not being happy at work and resenting being there,  
and not necessarily being quiet about it.

# Resenteeism

Me every time my job asks me to do my job



## Resenteeism



Why does it matter if we're all a little grumpy?

- Disengaged
- Dissatisfied
- Reduced motivation and enthusiasm
- Lower productivity and satisfaction

In other words, we're not happy, we're not getting what we want, and we feel stuck.

Where did  
it come  
from?

- **Burnout**
- Research conducted on Greek medical staff showed 1/3 medical residents showed complete burnout and a further 51% showed high levels of burnout
- Globally, burnout is on the rise with 40% of those with desk-jobs reporting high levels of burnout



Where did  
it come  
from?



- **Pandemic**

- Research shows that **the pandemic caused levels of burnout usually restricted to prolonged high-pressure occupational stress.**

- Financial worries

- Fear of job cuts

- Return to work- requests to requirements

What role does burnout play?



# What is burnout?



Three symptoms can help you recognise it:

1. feelings of energy depletion or exhaustion
2. increased mental distance or feelings of negativism or cynicism related to one's job
3. reduced professional efficacy.

The raging  
truth  
about  
burnout



# Types of burnout



# Removing resentment

- Recognise how you feel
- Give yourself a safe space to vent, without interruptions and without needing to apologise
- Be open to what comes up for you
  - It is often 'lack of...' not 'too much of...'
- Show curiosity to yourself, not judgement
- Be realistic and detailed about what you need
- **Use the same approach with those around you**



## Boundaries: our secret weapon



- Why don't we use them?
  - We believe that they represent **capability** instead of **capacity**
  - Boundaries have the potential to upset others and sometimes we feel too exhausted to manage others' responses
  - You have probably been rewarded for being boundary-less in the past

How do I  
know I  
need a  
boundary?

## External indicators

- Full-calendar
- Double-booking
- Making mistakes
- Always running late (out of character)

## Internal indicators

- Exhaustion
- Irritability when asked to do anything
- Resenting things you usually/ used to enjoy (e.g. socialising or hanging out with family)



# The principles of good boundaries



- There is a demonstrable limit
  - E.g. the resource someone is asking for (time, energy, money) is not limitless
- Not trying to change anyone else, but you are changing how you interact with them
- Boundaries protect you from people without them

## Putting a boundary in place



I'm happy to support – realistically my diary is full until X, does that work for you?

I can't do it all, but I can definitely support this element, does that help?

I'm currently working on XYZ... what would you like me to prioritise?

**Let me check my calendar and see if I have capacity to support**



What if  
people  
push  
back?



- Maintain them!
- Practice
- Prioritise
- Remember their pressure is not your pressure
- You're not being difficult, you are being human

**Boundaries are your super power- use them!**

## Understanding burnout



- Am I tired, stressed or burnt out?



- Tiredness is resolved by rebalancing and restoring energy.
- Stress is situation-specific. Once the stressor goes, so should the stress.
- Burnout means you're out of gas.

# My 'quick-fix' burnout solutions



- Start by stopping
- Clear out as much clutter in your day and headspace as you can
  - Social media
  - News input
  - Conversations
  - Nonsense!
- Get help (practical and psychological)
- Revert to your baseline and don't be tempted to do more
- Reward yourself and find daily moments of joy

Thank  
you!



Any questions please feel free to contact me:

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