



## 5 minute Training Bites

### Burn Out

Case study: You arrive at work and your team mate isn't herself. You know that something is impacting her but you are unsure of what it is.

What kind of things might you notice?

- Dishevelled clothes/appearance
- Tired eyes, no eye contact
- Cancelling shifts recently
- Frustrated in simple tasks or comments
- Negative talk
- Less engaging or willing to help
- Short with residents, sometimes rough.

What could be going on for her?

- Family issues – marriage, children
- Health – physiological (back pain), mental health (depression).
- Work – burn out
- Grief and loss

How would you approach her?

- Ask is she okay
- Offer to help
- Alone or around others?
- Is there a process in place to do this?
- Does she have a self-care plan? Refer to training

Discuss

What works well? What would you like someone to do if it was you?

Some tips are:

- Know your team mates
- BE KIND!
- Escalate or ask for help. Is there someone closer to that team member? Flag with your manager.
- Refer to EAP
- Acknowledge their feelings. UNITE! (we are in this shift together, lets get through it together).
- Invite them to break together.

*Tips for trainers:*

*Any contributions from participants is helpful, people learn from hearing good and not so good advice, accept all contributions.*

*Reflect any good piece of information back positively and highlight it.*

*You don't need all the answers, you do need them to start thinking about how they interact.*