



15 November 2023 – George Knight, Training Consultant

AVOIDING BURNOUT AND IMPROVING WELLBEING

dsc
directory of social change

helping you
to help others

Working together, with tech!

Some things remain the same

- No such thing as a silly question
- Respect – space and values for others
- Participation – involvement/contribution

Some things because we're virtual

- Where possible, please keep your video on
- When we break, feel free to switch the camera off (good for the planet)
- Take a screen rest during breaks

... a virtual handshake

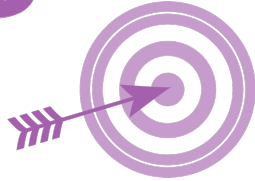
With the end in mind...



Prepare



Train



Targets



Implement



Review



Teach



Share

Key takeaways

- Navigating burnout with your team
- Spotting signs and asking questions
- Looking after yourself

Tell us about burnout...





*76% of people experience
burnout on the job*

Stress & Burnout

- **Stress**

- Emotions can be over-reactive
- Loss of energy
- Can lead to anxiety
- Primary impact is physical

- **Burnout**

- Emotions can be blunted
- Loss of motivation, ideals, and hope
- Can lead to detachment and depression
- Primary impact is emotional

Wellbeing and Work

Principles of Wellbeing in Work

1. Health
2. Good work
3. Values
4. Social
5. Career development
6. Lifestyle
7. Financial wellbeing

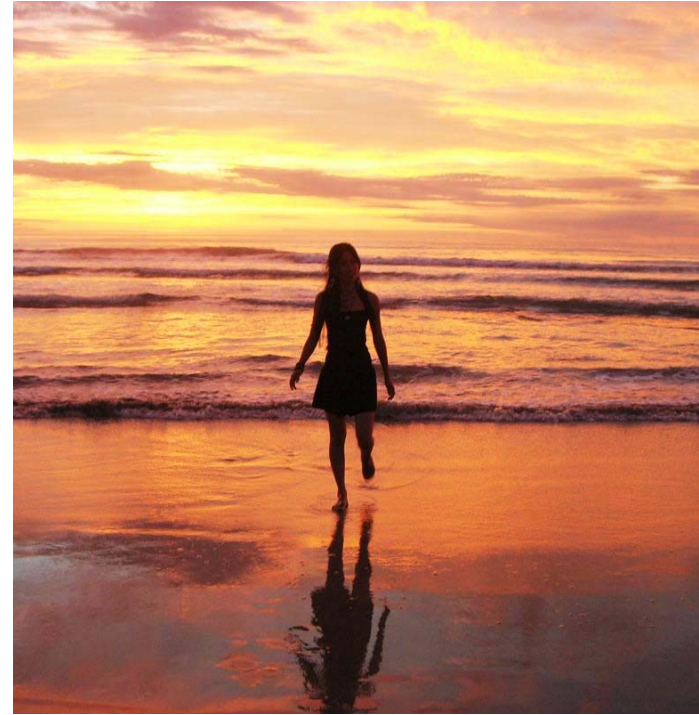
TASK: What can we do for Health?

- Breaks away from the screen
- Regular supervision
- Walks together
- Friendly approach
- Non-business chat
- Check-ins
- Make sure people take leave
- Presenteeism



1. Health

- Promotion of health
- Safe processes/facilities
- Trained managers
- Managing disability



Promotion of health



- Staff meetings
- 1:1s
- Wellbeing team
- Mental Health First Aiders (MHFA)

Presenteeism

- Give people permission to be off sick
- Lead by example

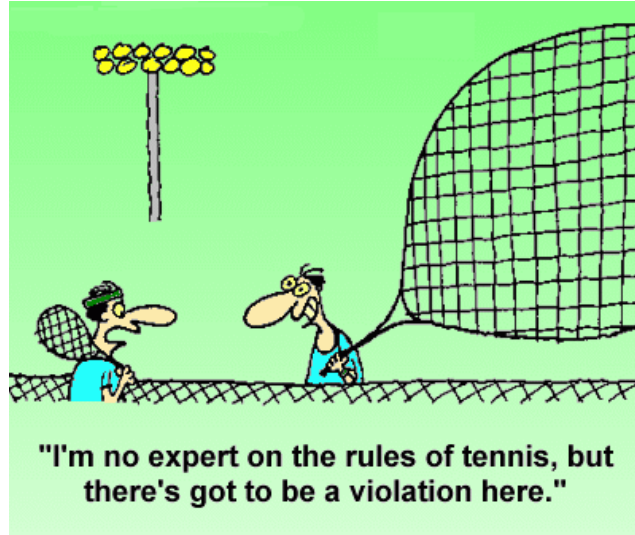


2. Good work

- Working environment
- Good line management
- Work demands
- Autonomy



Targets and expectations



Why bother?

helping you
to help others

It's all about...

CLARITY
CONFIDENCE
PERMISSION
PROTECTION



Can you define your role in 3 tasks?

- Mine are:
 - Write training
 - Deliver training
 - Sell training
- DSC Customer Service team:
 - Answer phone calls
 - Answer emails
 - Deliver positive service

These become targets

- Me:
 - 100 days of training per year
 - £40,000 financial target
 - Writing training... subjective discussion
- CS:
 - Answer phone calls within 10 seconds
 - Answer emails within 1 working day
 - Achieve 90% positive feedback

Setting expectations

- What is expected from individuals in their role?
- Can be dictated by policy and procedures
- Can be spoken expectations

Expectations

- Expected to be at a 09.30 check-in call
- Expected to wear a name badge in the office
- Expected to have the camera on in virtual meetings
- Expected to treat colleagues with respect

Changing expectations?

- Someone starts
- Something new or changes
- Outcome of normal 1:1
- Something gone wrong?

Performance is
Potential minus Interference

Your job is to remove the
Interference

The Human Manager

80% human

- Empathy
- Humility
- Humanity

20% manager

- Consistent
- Effective
- Feedback

Defensive behaviour

Mindful language

Constructive feedback

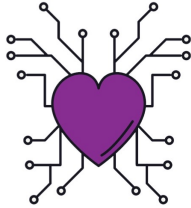
Hold up the mirror

3. Values

- Clear mission and objectives
- Hiring for values
- Inclusion and diversity



helping you
to help others



Vision

An independent
voluntary sector
at the heart
of social change

Our mission

To be an agent
connecting givers,
influencers and
service deliverers



Values

Empathy
and
Excellence

4. Social

- Employee voice
- Consultation
- Involvement in decision making

5. Career development

- Coaching 1:1s
- Training
- Skills utilisation
- Succession planning



Succession planning

- Acting in absence policy
- Process mapping
- Shadowing





YOU ARE NOT A LEADER

UNTIL YOU HAVE PRODUCED ANOTHER

LEADER

WHO CAN PRODUCE ANOTHER

LEADER

Suhail Banks

6. Lifestyle

- Physical activity
- Time in nature
- Seven Practices for Wellbeing

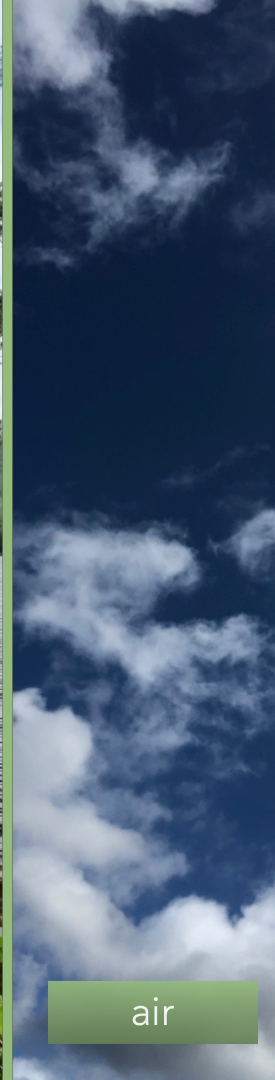




food



water



air



sunlight



movement



mindfulness

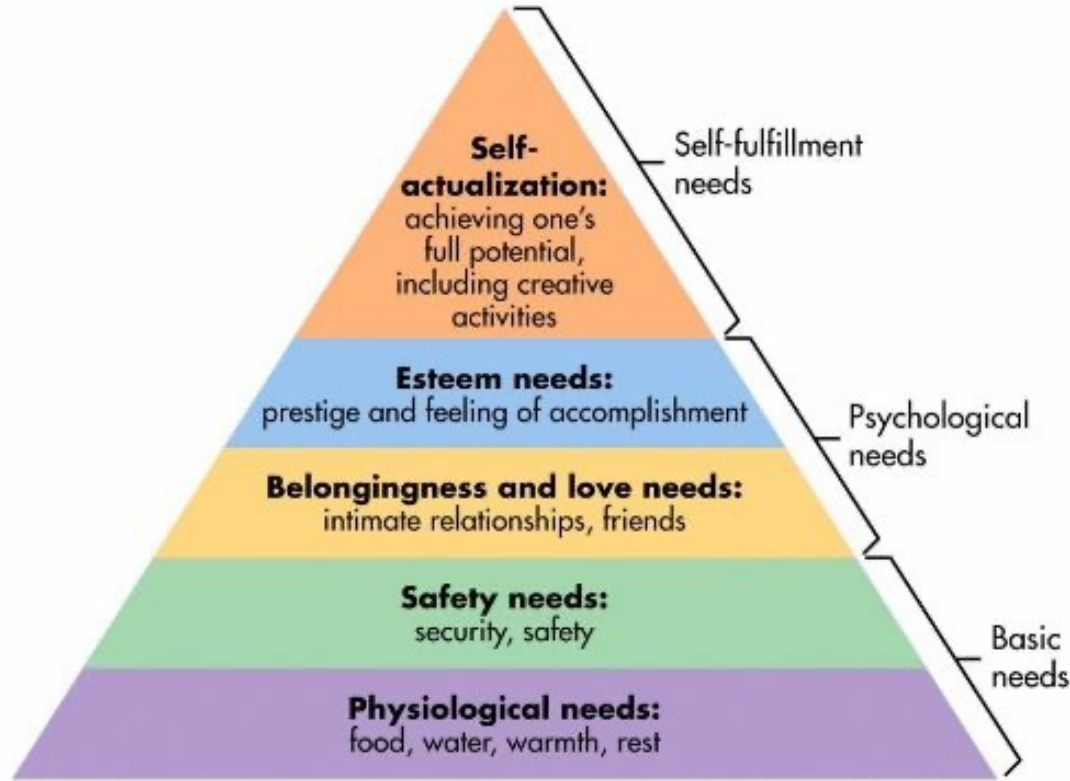


sleep

7. Financial wellbeing

- Living wage
- Employee assistance program (EAP)
- Signposting

Maslow's Hierarchy of Needs



Spotting the signs

- Long-lasting sadness or irritability
- Extremely high or low moods
- Excessive fear, worry, or anxiety
- Social withdrawal
- Dramatic changes in eating or sleeping habits

MHFA Crisis Response

- **A** – Approach, start a conversation
- **L** – Listen nonjudgmentally. You could start with “I noticed that...”
- **G** – Give reassurance, provide hope
- **E** - Encourage professional help
- **E** – Encourage self-help

Coaching questions

- Open questions
 - What have you tried already?
 - What one thing could we have done differently?
 - What's stopping this project from success?
 - What was the thought process behind that?

How to say NO

- HOW
 - How would you like me to that?
 - How can we do that?
 - How would that work?
- WHAT
 - What would that look like?
 - What specifically would you like me to do?
 - What could stop that from working?

Looking after myself

Mindfulness practice

- Growth mindset
- Law of attraction
- Gratitude



Growth mindset

- To FAIL
 - Find Another Important Lesson
- Become a lifetime learner
- Spend time with your hobbies

"Failure is an opportunity to grow"

GROWTH MINDSET

"I can learn to do anything I want"

"Challenges help me to grow"

"My effort and attitude determine my abilities"

"Feedback is constructive"

"I am inspired by the success of others"

"I like to try new things"

"Failure is the limit of my abilities"

FIXED MINDSET

"I'm either good at it or I'm not"

"My abilities are unchanging"

"I don't like to be challenged" "I can either do it, or I can't"

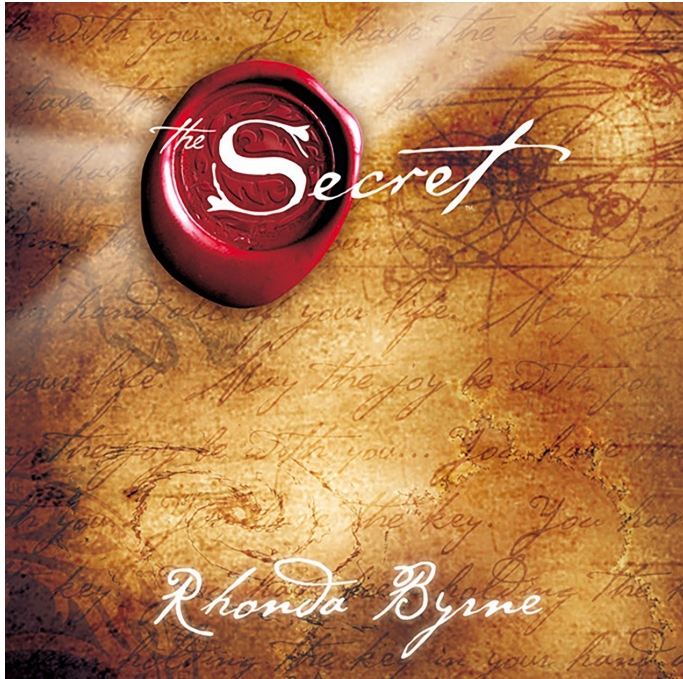
"My potential is predetermined"

"When I'm frustrated, I give up"

"Feedback and criticism are personal"

"I stick to what I know"

Law of attraction



- Think with the end in mind
 - Where do you want to be in 1 year?
 - 5 years?
- Talk to your subconscious

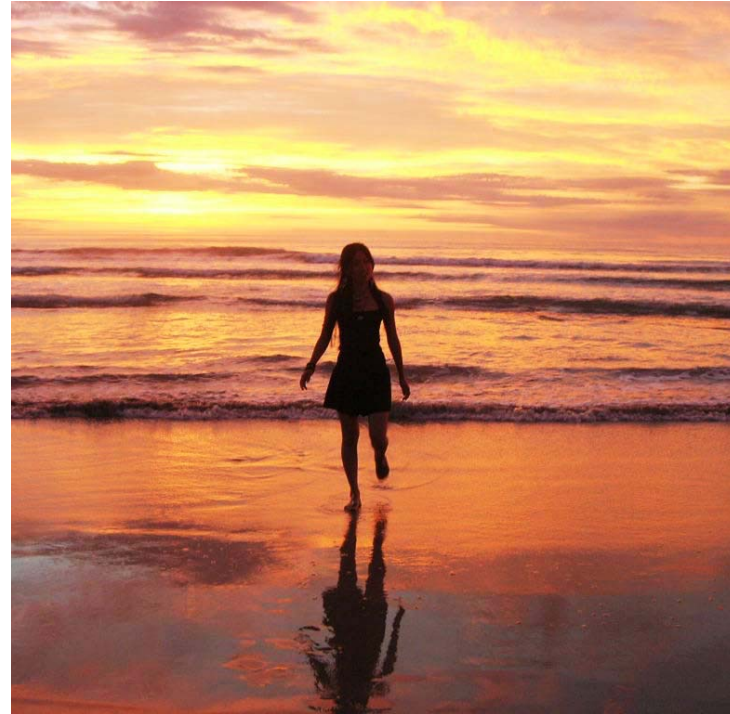
TASK: 2023 Goals

- Consider what goals you could work towards in 2023
- Some of mine:
 - Eat a salad made entirely of wild food
 - Volunteer with an eco-community
 - Qualify from my Bushcraft level 4
 - Host 10 episodes of DSCs Charity Questions podcast



Gratitude

- Your only job is to be positive
- Be true to yourself
 - Feel your emotions
 - Choose whether to recognise them
- Speak gratitude aloud or write it down



Visualisation

- Set yourself positive goals
- Reframe critical thoughts
- Talk aloud your important thoughts and feelings



Talk positively to your sub-conscious

Morning routine

- Start with one of the Seven Practices
 - Food, Water, Air, Sunlight, Movement, Mindfulness, Sleep
- Start with deep work
 - Projects, Fundraising, Admin etc
- Avoid distracting tasks
 - Emails, Messages, Twitter, Instagram etc

What is deep work?

Work that encourages us to be focused
and remove outside distraction

TASK: Morning routine

- Consider what your morning routine might look like
- Some ideas:
 - Walking in nature
 - Coffee in the garden (no distractions!)
 - Reading a book
 - Deep work



Signposting

- 24 hour, every day
 - Samaritans | Call: 116 123 | Visit [Samaritans.org](https://www.samaritans.org)
 - Shout | Text: 85258 | Visit [Giveusashout.org](https://www.giveusashout.org)
 - NHS | Call: 111 | Visit [111.nhs.uk](https://www.nhs.uk)
- 5 pm to midnight, every day
 - CALM | Call: 0800 58 58 58 | Visit [Thecalmzone.net](https://www.thecalmzone.net)

Debra Allcock Tyler



IT'S IN MURDER MANAGEMENT

The no-fibbing guide for new managers



dsc
directory of social change

helping you
to help others

Debra Allcock Tyler



THE PLEASURE AND THE PAIN

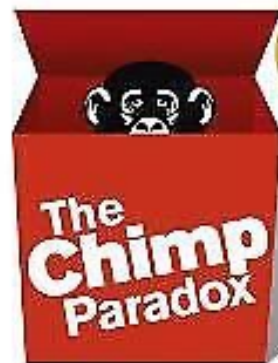
The no-fibbing guide to
working with people



dsc
directory of social change

Prof Steve Peters

CREATOR OF THE **GROUNDBREAKING** MIND MODEL



The mind programme that helped me win my Olympic Gold
Sir Chris Hoy

The
**MIND
MANAGEMENT**

Programme for
Confidence, Success and Happiness

dsc

directory of social change

ACT LIKE
A LEADER,
THINK LIKE
A LEADER

HERMINIA IBARRA

HARVARD BUSINESS REVIEW PRESS



CELEBRATING 30 YEARS
OVER 30 MILLION COPIES SOLD

THE 7 HABITS OF HIGHLY EFFECTIVE PEOPLE

JOIN
FRANKLIN COVEY'S
ON LEADERSHIP
SERIES TO BECOME A
BETTER LEADER
FRANKLINCovey.com/
ONLEADERSHIP

POWERFUL LESSONS
IN PERSONAL CHANGE

WITH A FOREWORD BY JIM COLLINS,
author of *Good to Great* and co-author of *Great by Choice*

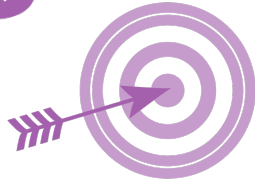
Stephen R. Covey



Prepare



Train



Targets



Implement



Review



Teach



Share

Key takeaways

- Navigating burnout with your team
- Spotting signs and asking questions
- Looking after yourself

START

STOP

CONTINUE

START

STOP

CONTINUE

George Knight
gknight@dsc.org.uk
07809 874303