

# Managing Burnout

Let's be honest. There's a lot we're dealing with right now — a global pandemic, a new working environment, and plenty of other work and personal stressors. During these uncertain times, you or someone on your team may start to experience burnout. What is that exactly? It's a state of mental and physical exhaustion that can lead to stress, fatigue, or anxiety.

Take a look at a few tips to avoid burnout.

## FOR YOUR TEAM:

- **Be open and honest:** Create an environment where everyone is free to share their thoughts or fears. Let the team know what you may be struggling with to help others open up.
- **Manage expectations and priorities:** Everyone is dealing with a lot right now — which could mean long hours and new workflows. With many urgent projects happening, help your team adjust by setting manageable deadlines and aligning on priorities together.
- **Choose the right way to communicate:** Since we can't speak with each other face to face, what's the most effective way to get your message across? Think about what you need to tell your team and then choose the best way to say it — it could be an email posted to an online workspace, a team meeting, or a one-on-one call.
- **Get through it together:** We're all doing things in new ways. Encourage your team to try out different ways of collaborating to work efficiently. Remember there's no one right way to get a task done.
- **Encourage self-care:** Are your employees taking care of themselves? Give the team things to do together — like a daily step challenge — to make sure everyone is still taking time for their own physical and mental health.

## FOR YOU:

- **Make your “off” time meaningful:** When is the last time you took a break or stepped outside? When you're not working, put your laptop out of site and take care of yourself.
- **Stay active:** When we're in the office, we really do get our steps in. Set up time to go for a walk or complete a home exercise. Staying active can significantly improve your mental health, reduce stress, and increase creativity.
- **Take intentional breaks:** You may feel like you need to be “on call” at all times for your employees — but that's just impossible. Take time throughout the day to step away from work and recharge. Share with your employees the best times or ways to get in touch with you.
- **Look for support:** Reach out to friends, family, or coworkers to chat about how you're feeling. You'll likely find other people are experiencing the same things. As you keep hearing — we're all in this together.

Health benefits or health benefit administration may be provided by or through Highmark Blue Shield, Highmark Benefits Group or Highmark Health Insurance Company, all of which are independent licensees of the Blue Cross Blue Shield Association.