

Recognising and dealing with burnout: What every manager should know

What is "burnout?"

Burnout can happen when you push yourself too hard for too long, leading to physical and emotional exhaustion.

It's a term often associated with World Health Organisation (WHO) defining it as a condition resulting from 'chronic workplace stress that has not been successfully managed'.

Signs and symptoms of burnout to keep an eye out for:

- Complaining of feeling tired or drained most of the time
- Procrastinating and taking longer to get things done
- Complaining of feeling overwhelmed or helpless
- Having a cynical/negative outlook
- Self-doubt or negative self-talk

How you can help as a line manager:



Try to understand the underlying cause.

Lots of factors can cause burnout, for example, an unmanageable workload or a lack of role clarity. However, there can also be factors outside of work which can lead to burnout, such as caring responsibilities. Have an honest conversation with your line report and ask open, empathetic questions to try and identify the root cause and how you can best support them



Demonstrate compassion and empathy,

Make it clear that you are there to support them, and your door is open if they need to offload.



Lead by example.

As a manager, you also need to take care of your own health and wellbeing. By seeing you setting boundaries, taking time off if you're sick and not working late, you set a positive example for the rest of your team



Encourage your team to have a good work-life balance.

Where possible, enable them to work flexibly and encourage them to take lunch breaks and finish work on time



Signpost to relevant resources.

Connect your team to trusted health and wellbeing information, like on the Peppy app, or other benefits that are available in your workplace or via your PMI provider

Download the Peppy app today



To download, search Peppy Health in the App Store or Google Play Store, or simply scan the QR code

For non-clinical queries, email support@peppy.health or use the 'Contact Us' page in the app

App users must be 18+

Service is subject to Peppy's fair usage terms