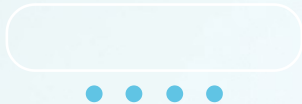


Understanding burnout

**Welcome to the participants.
Introduction to the purpose of the
Learning Clinics, the structure of
the session, and the spirit of the
peer-to-peer learning programme
"Let's Connect!"**

**Understanding of key concepts
around identifying burnout and
supporting**

Natacha Rault , director of les sans pagEs





1 **What is
burnout ?**

How do we recognize burnout ?

2

3 **What can we do ?**

The good friend guide

4



1

What is burnout?

Deep emotional and physical exhaustion linked to a prolonged exposition of « doing too much »

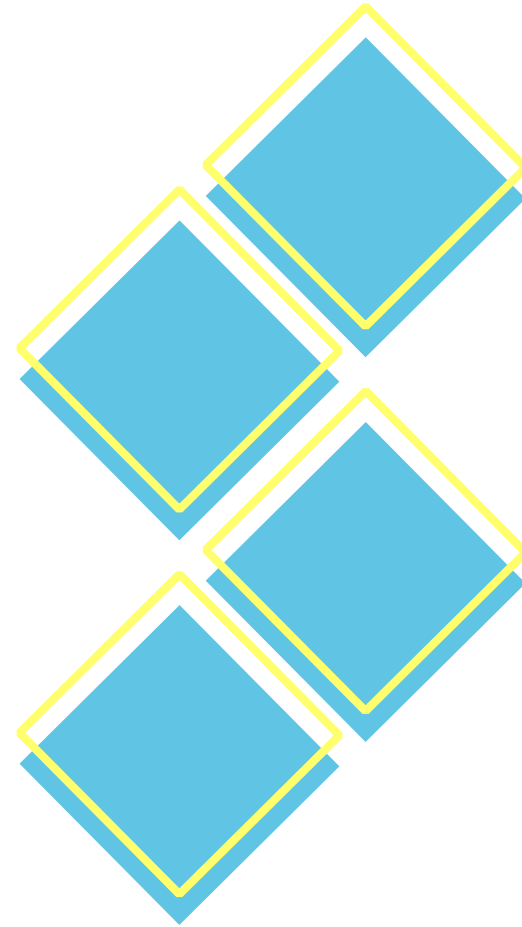
Burnout has been traditionally associated with professional work but concerns volunteers, parents and people in abusive relationships too.

Burnout syndrome combines profound physical and emotional exhaustion, feelings of emptiness, lack of energy, disinvestment in one's activities, and a sense of failure and incompetence. Burnout is triggered by chronic overwork or engagement over a long period of time.

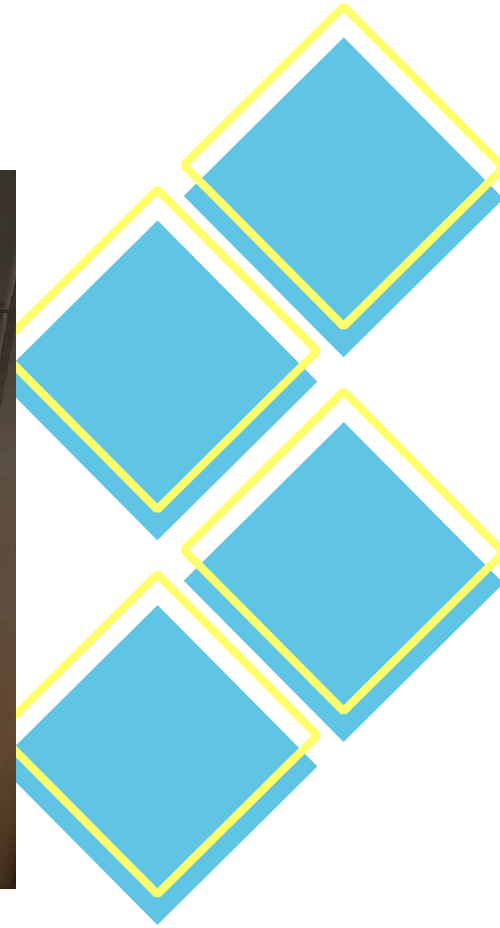
The individual is unable to cope with the adaptive demands of his or her professional and private environment, the individual's energy, motivation and self-esteem decline. Those affected have to re-establish the balance between their engagements and recuperational/leisure time.

<https://www.who.int/news/item/28-05-2019-burn-out-an-occupational-phenomenon-international-classification-of-diseases>

Before Burning Out



After Burning Out





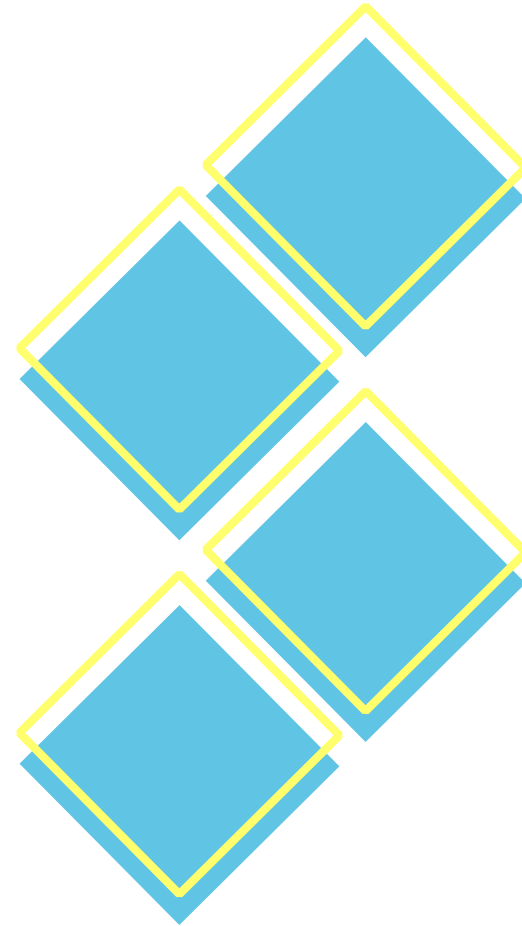
How do we recognize burnout ?

Burnout is difficult to recognize at first because it usually affects strong and deep caring persons. There are numerous accumulative signs from the inside and from the outside. Burnout has been most of all described in professional settings, but is not exclusively professional. Here are some hints to recognize it !

Assess your burnout risk <https://burnoutindex.yerbo.co/>

Jessica Rose on burnout (very funny too)

<https://media.ccc.de/v/emf2018-38-burnout-and-your-meat-computer#t=17>



2 Irritability

Increased distractions - mistakes - lack of empathy - feeling of not controlling environment - feeling undervalued - difficulty concentrating - blunt responses and cutting corners - lacking overview - personality changes - being cynical, mocking and unfairly critical of others.- blaming others - angeriness and moodswings - overargumentation - focusing on trivial details - Feeling guilty - procrastination - feeling stress and frustration

4 Zombie stage

Loss of confidence - feeling of being on autopilot, accumulating errors doubting one's abilities & potential - feeling disconnected from themselves and others. Feeling empty, depressed and anesthetized. Negative consequences : dark thoughts, self-harm, and substance abuse can occur.

Symptoms

1 Hyperactivity

High energy passionately involved in many projects without reflexion on one's limit. Feeling morally responsible and wanting to please people. Stress and loss of control is not identified, shortcomings are compensated with an increase in engagement.

3 Withdrawal

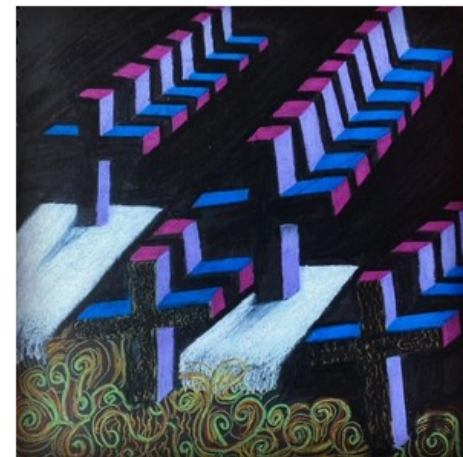
Continually tired - often has sleep problems (too much or not enough) - immune system can be affected - emotional detachment from clients, friends, family members and colleagues- sometimes coping mechanisms such as substance abuse (cigarettes, alcohol, drugs, etc.) are used. increase in the risk of experiencing violent thoughts towards oneself increases.

Burnout

This condition can last if not cared for and it is normal that affected persons need months and sometimes more than one year to recover fully.



During Burning Out



What do we see from outside

Emotional disengagement

Not listening much and performing boldly or disengaging - making small mistakes - lack of availability

Lack of performance

Confusion - focusing on details - not meeting deadlines - not listening - communication issues - addictive and erratic behaviors - not taking care of oneself - ignoring others

An energetic and caring person taking many responsibilities but doubting their personal achievements

A strong and capable leader

Mistakes and procrastination - uneven performance - guilt - low self esteem - taking responsibilities instead of stepping down

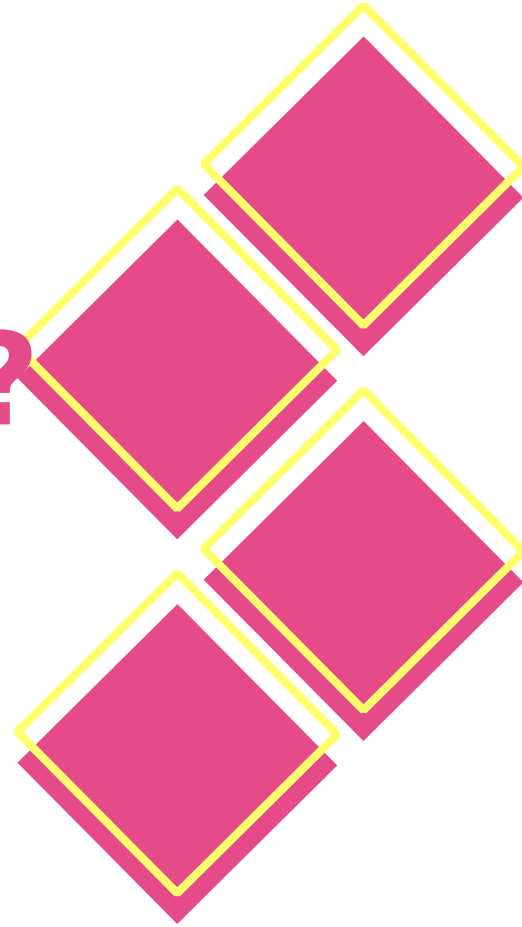
Stress

3

What can we do ?

To help

To recover



Dont's

Dos

Minimize

At least/It could be worse
 You are overacting
 It is not so bad as it seems
 Get over it !
 Being over positive

Judge

You are + mental diagnosis or criticism
 At least
 Issue a diagnosis
 Contradict the person'ss feelings

Offer a solution

Take care
 If not solicited, giving advice or a
 «solution» stems from one's own
 willingness to get rid of the anxiety

Flood with your perspective

Pulling the perspective back to your own
 experience only

Flood with your own emotions Example :
 White tearing

Be kind

How do you feel this morning ? (closed easy
 questions)

I don't know what to say but I am here / listening.

Stay in touch

Listen

Learn about active listening and
 reformulation.

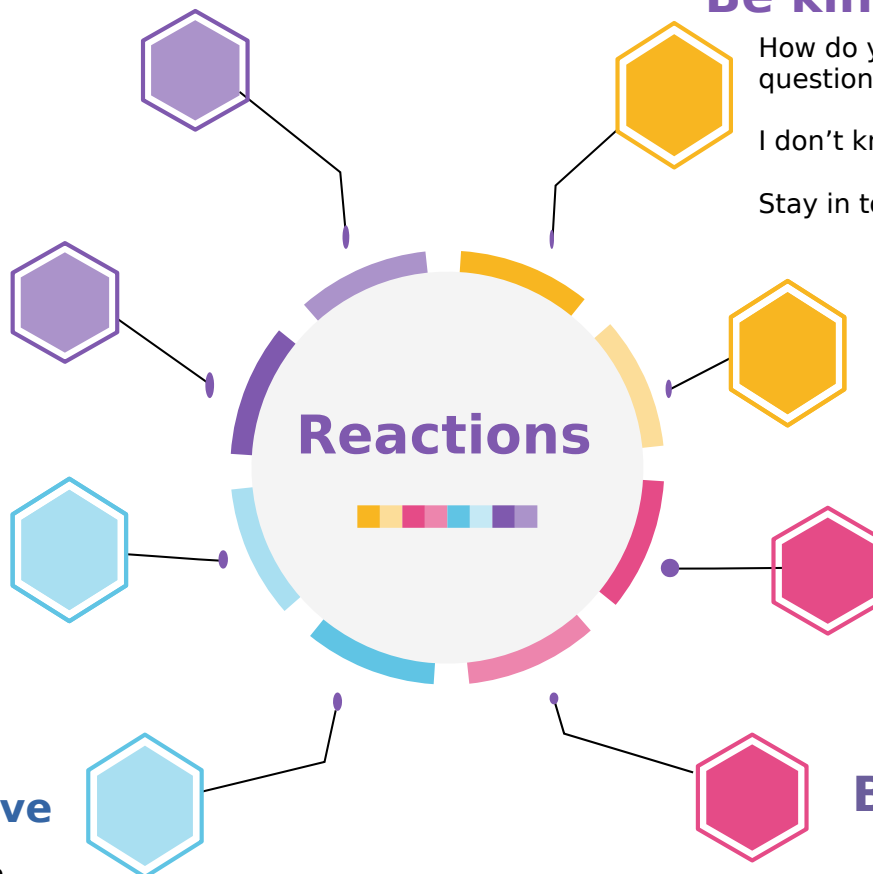
Sometimes all people need is
 someone listening with empathy

Give hope

Burnout is hard but it is possible to
 recover
 Speak about you own burnout (but
 not overwhelmingly)

Be aware of yourself

Why do you need to get involved?
 What emotions does it trigger for
 you ? Do you need
 support yourself ? What is the limit
 of your involvement ?





Practice

Practice in your own communities about how to respond to burn out situations. Play games and situation and document your work if you can.



Reflect

Reflect on past experience of burn outs to see what could have been done at personal and community level. Build metrics about burnout in your community.



Apologize

Guilt leads to anxiety. If you feel guilty about handling a case or not performing apologize rather than building low self esteem.

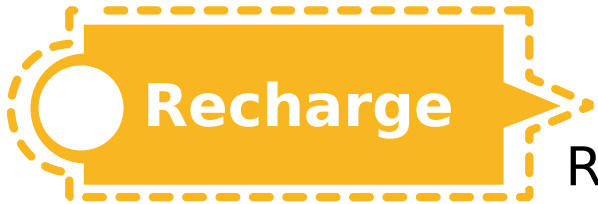


Share

Share about what you learned in a learning pattern or a presentation. There are many different cultural contexts that we need to understand. Sharing helps people and communities resilience



Help to reduce work load
Help to reduce mental charge
Medical help if you can



Do less - Get a break
Do something you like
Reduce indentified stressors



Forgive yourself
Try not to hurt other people
(you will need allies)



Invest your energy selectively
be patient
You will learn so much about
you and others !

**Recovering from
a burnout takes
a long time**

**And starts with
you...**

Recovery : one year





4 The good friend guide

Maybe we could produce a « good friend guide » for our movement that addresses burnout ?

Maybe we could share our stories of burnout and how we got out of it ?

Maybe we could design metrics to measure burnout incidence in our communities ?

We would like to know about your «maybes» based on your experiences !

Work by: Muhammad Aria

Food for thoughts on burnout

Jessica Rose talk about burnout (if you have to look at something then this one is a must)

<https://media.ccc.de/v/emf2018-38-burnout-and-your-meat-computer#t=1320>

Assess your burnout risk <https://burnoutindex.yerbo.co/>

What you need to know about burnout in open source communities

What does an open source maintainer do after burnout?

Raman, N., Cao, M., Tsvetkov, Y., Kästner, C., & Vasilescu, B. (2020). Stress and Burnout in Open Source: Toward Finding, Understanding, and Mitigating Unhealthy Interactions. In International Conference on Software Engineering, New Ideas and Emerging Results (ICSE-NIER).

Emotional Resilience In Leadership Report 2020

Stages of burnout :

Practical guide for avoiding Burnout and living a happier life

Burned out

How I learned about burnout the hard way

(French)

https://commons.wikimedia.org/wiki/File:Causes_du_burnout.svg



Work by: Falia Vicky

Food for thoughts (general)

How to apologize

<https://sfconservancy.org/blog/2021/apr/20/how-to-apologize/>

What is empathy ?

<https://www.youtube.com/watch?v=1Evwgu369Jw>

Emotions

Compass of emotions <https://vimeo.com/95118967>

<https://www.rewriting-the-rules.com/wp-content/uploads/2022/11/Feelings.pdf>

How to take care

<https://www.rewriting-the-rules.com/wp-content/uploads/2022/11/MentalHealth.pdf>

How to be an ally

WMF antiharrassement course (in French)

https://fr.wikipedia.org/wiki/Projet:Lutte_contre_le_harc%C3%A8lement/Formation_s_WMF



Work by: Falia Vicky



THANK YOU

natacha@sans-pages.org

Natacha LSP : professionnall account & Hyruspex volunteer account

This presentation was done with LibreOffice Impress viva open source (as I have experienced burnout and am dreadful with design I just used a colourful template for a dreadful condition)

A lot of this prez was inspired by :

Wikimedia course on harrassement 2021

Chaos Computer Club ressources (somewhere on Github but where ? Time to take a break so I will leave it here)

CREDIT BY:

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BIDADARI GIMPSCAPE