LOGISTICS

• Attendees in listen only mode
• Questions and input/comments encouraged! Type using the “Question” or “Chat” function
• You will receive an email with a link to replay this session
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AGENDA

01 Introductions
02 Survey Findings
03 Recommendations
04 Q&A
INTRODUCTIONS

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What is Burnout?

Burnout is the result of stress that is more prolonged and intense in nature.
EMPLOYEE BURNOUT SURVEY

METHODOLOGY

Online survey that included 1,001 respondents from a random sample of employees across the United States. The survey polled respondents on burnout in light of the COVID-19 Pandemic.

The 2020 Eagle Hill Consulting COVID-19 Workforce Burnout Survey was conducted online by Ipsos from April 8-10, 2020.
EMPLOYEE BURNOUT SURVEY

WE WANTED TO UNDERSTAND:

• How COVID-19 has affected employees' work life
• Extent to which employees are feeling burnt out in today’s environment
• Factors causing burnout in employees' work life
• What organizations are doing, if anything, to support employees amid burnout
US employees are less engaged, less productive, and less positive about their career due to COVID-19.

Q: Due to changes to my working life caused by COVID-19, I feel:

- More connected to my colleagues: 20%
- Less connected to my colleagues: 50%
- More positive about my career: 28%
- Less positive about my career: 36%
- More productive: 27%
- Less productive: 45%
- More likely to stay at my job: 46%
- Less likely to stay at my job: 19%
- Empowered to bring new ideas to my…: 27%
- Less empowered to bring new ideas to my…: 31%
- More attentive to customer needs and requests: 37%
- Less attentive to customer needs and requests: 25%
- None of the above: 13%
Nearly half of US employees (45%) are feeling burnout with 1 in 4 of them feeling that way due to the COVID-19 Pandemic.

Q: Are you feeling burnout at work?

- 55%: Yes, due to circumstances related to the COVID-19 pandemic
- 45%: Yes, but not due to circumstances related to the COVID-19 pandemic
- 19%: No, due to circumstances related to the COVID-19 pandemic
- 25%: No, but not due to circumstances related to the COVID-19 pandemic
Workload, juggling personal life, and lack of communication and support are the top reasons employees are feeling burnout at work.*

Q: What are the causes of you feeling burnout at work? Select all that apply.

- Workload: 45%
- Juggling my personal and professional life: 35%
- Lack of communication, feedback, and support: 32%
- Time pressures: 30%
- Performance expectations: 26%

*Not pictured: Not feeling connected to my colleagues (25%); Lack of clarity around expectations (25%); Not feeling empowered (24%); Not feeling connected to company vision, culture, and values (23%); Missing the right tools and technology to do work (21%).
Organizations aren’t doing enough to help employees with burnout.

Which of the following is your organization doing, if anything, to help with employee burnout? Select all that apply.*

Q: My organization isn’t doing anything to help with employee burnout

- Increasing flexibility: 34%
- Improving communication: 26%
- Providing mental and physical wellness resources: 20%
- Changing goals and targets based on the situation today: 19%
- Making workloads more manageable: 18%

*Not pictured: Empowering me to respond to the current situation (17%); Providing avenues for employees to say they feel burnout (14%).
Battling Burnout
Create a Culture that Supports Psychological Well-being

- Give employees control
- Communicate frequently
- Build social belonging through affinity groups
Build Resilience in Your Teams

• Empower team leads to recognize and battle burnout
• Maintain transparency and a hopeful outlook
• Double down on small-wins
What is your organization doing to tackle burnout?
Focus on Getting Unstuck

• Embrace optimism

• Lean into the discomfort

• Manage your expectations
Mind Your Battery by Practicing Self-Care

• Own a part of your day, every day
• Ground yourself in the present
• Connect socially with intention
What other individual strategies have you tried to battle burnout?
Q&A
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