

## Manager Tips from Dr. Sheryl Ziegler on Burnout and Stress Prevention

Dr. Sheryl Ziegler, a thought leader in the space of burnout and stress prevention & management joined Essex for a live keynote presentation. Dr. Ziegler discussed stress and burnout brought on by the COVID-19 pandemic and other external factors. To view the recording of this presentation, visit our burnout [BUZZ page](#) and click play in the upper right.

Dr. Ziegler joined us as a result of the May 2021 [Engagement Survey](#). Within the 783 comments provided by our associates, keywords such as “burnout”, “stressed”, “too many priorities” and “work-life balance” were shared. Essex leadership has committed to addressing these concerns by offering resources to help individuals cope with stress and burnout.

Below you will find key tips geared towards management that came out of Dr. Ziegler’s presentation. We recommend utilizing these tips in your everyday practice as a people leader.



**Acknowledge** that we are in ‘The Great Awakening’ – meaning workers around the world are experiencing burnout and stress due to the COVID-19 pandemic. Make it a point of conversation if you have not asked

### Make well-being a top priority for you and your team

- ❖ Ensure you have 1-on-1 sessions with each member to discuss how they’re doing and if they need assistance
- ❖ COVID-19 caused post-traumatic tendencies resulting in higher anxiety, depression, intense overwhelm and a lack of control. Talk with your team to see if they are experiencing this
- ❖ Refer them to Employee Assistance Plan (EAP) and Vitality if needed



Use **Empower Hour** and find more opportunities to celebrate achievements and appreciate your team. Some managers have shared that they start their Empower hour with breathing techniques, meditation, and “what are you grateful for today”. It changes the energy, and the team gets relaxed.”

- ❖ Before a team member goes for a **vacation** or will be out of office for a few days, help them delegate some tasks to their coworkers. This will help with managing workload when they come back.
- ❖ Give them **transition time** upon vacation return to help them organize and prioritize their work. Transition time means allowing the space to catch up on emails and with team members and take up some high priority work
- ❖ Model this behavior so your team knows it's OK – remember, it's important to take care of yourself too!



*If possible, suggest blocking off the calendar, put phones on do not disturb, or sign on door with be back time on it*

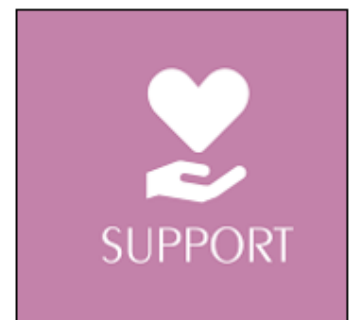


#### What to do when an associate comes to you stressed?

- ❖ Make an empathic statement and acknowledge their feelings
- ❖ Have them take at least 3 deep breaths to calm nerves
- ❖ Praise them for being able to ask for help and create that norm on your team
- ❖ Suggest use of the EAP or their healthcare provider for further assistance if it cannot be resolved

#### Common ways to support mental health in the workplace

- ❖ Encourage quality breaks and lunches to connect with others and restore energy
- ❖ Avoid email any time of day or night, weekends, vacations
- ❖ Avoid encouraging or praising your associates for being available anytime as a badge of honor
- ❖ Walk the walk instead of just talking. Ensure you show the behaviors you want to be followed.
- ❖ Encourage 'closing work' when the day is done



*If you or an associate needs additional guidance, contact Human Resources or utilize Essex resources such as the Employee Assistance Plan or Vitality. Go to the [Stress and Burnout BUZZ page](#) for more tips*