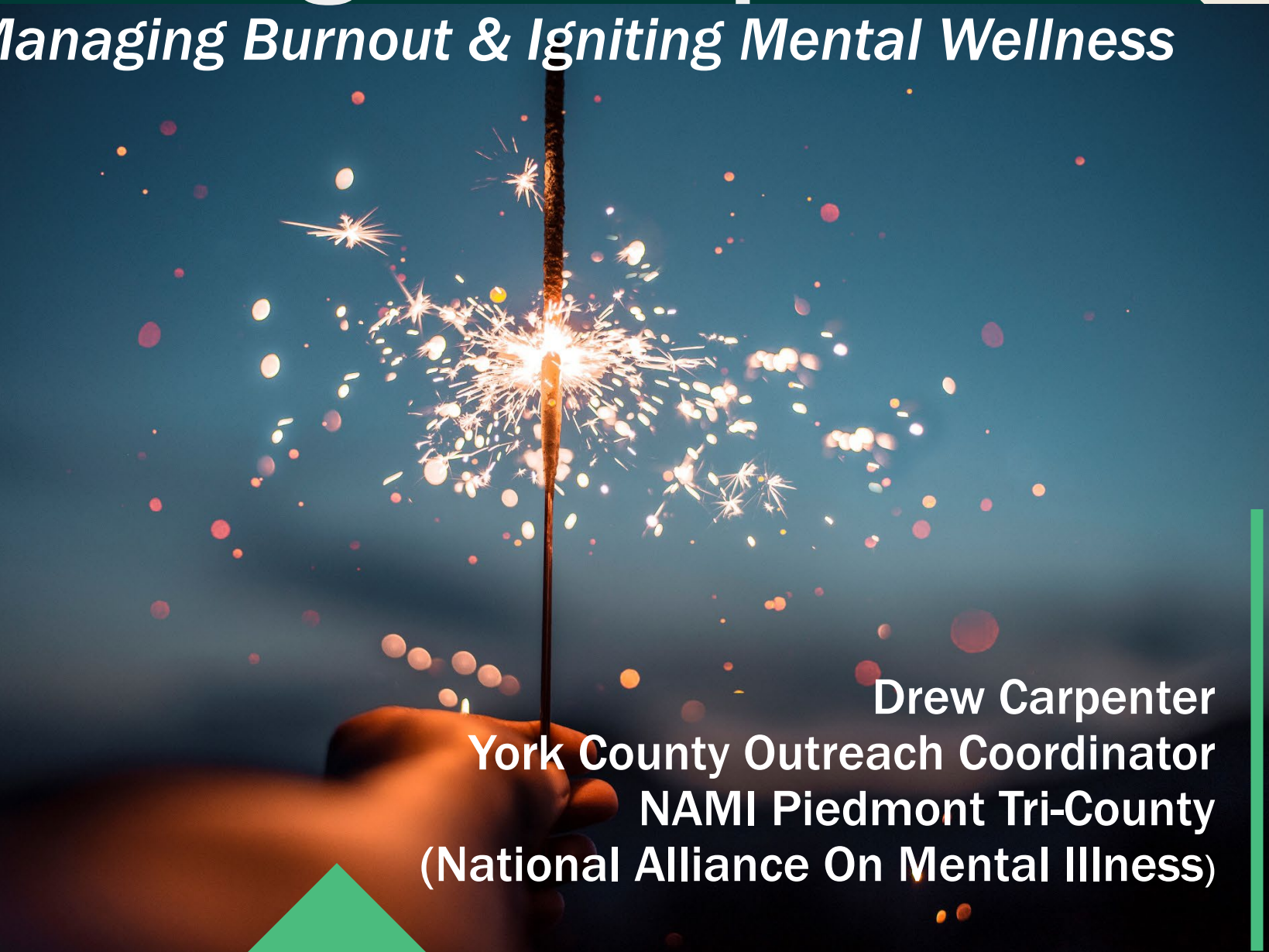


# Protecting Your Spark

*Managing Burnout & Igniting Mental Wellness*

A hand is shown holding a lit sparkler, which is emitting a bright, golden spark. The background is a dark blue gradient with numerous small, out-of-focus bokeh lights in shades of red, orange, and yellow. The overall composition is centered and visually appealing, symbolizing the 'spark' mentioned in the title.

**Drew Carpenter**  
**York County Outreach Coordinator**  
**NAMI Piedmont Tri-County**  
**(National Alliance On Mental Illness)**

# Our Agenda

- 1 About NAMI
- 2 Your Mental Health
- 3 Impact of Burnout
- 4 Preventing Burnout
- 5 Tools & Resources
- 6 Contact Us



# Who is NAMI?

NAMI is the nation's largest grassroots mental health organization, with a presence in all 50 states and many local communities (over 650!).

We provide mental health support, education, guidance, and advocacy to people across the country!

Locally, we have a Drop In Centers in Chester, Lancaster and York Counties!



# Before we begin...





# What *IS* mental health?

We ALL manage our mental health every day. Taking care of our brains is just as important as the rest of our physical health. Our mental health may look different every day, even every hour.

Have you ever...

...had a day where you were really stressed out or sad, and then something happened that brightened your day?

# Mental health exists on a continuum

**Burnout**

**FLOURISHING**



**PEAK OF WELL-BEING**  
THE STRONG SENSE OF FULFILLMENT,  
PURPOSE AND HAPPINESS.

**LANGUISHING**



**THE ABSENCE OF WELL-BEING**  
THE SENSE OF STAGNATION, AIMLESS AND  
LACK OF MOTIVATION AND FOCUS.

**DEPRESSION**



**THE VALLEY OF ILL-BEING**  
THE STATE OF DESPONDENCY  
WORTHLESSNESS AND HOPELESSNESS

# What is burnout?

- Chronic unmanaged stress
- Signs to look for
  - Low energy
  - Negative/cynical feelings towards work
  - Reduced performance
  - Presenteeism





# Stress and Burnout

- Not all stress is bad
- Stress that is overwhelming/unending can lead to burnout
- Unaddressed high levels of stress/burnout can result in serious physical and mental health concerns
- Burnout can look like
  - Fatigue
  - Irritability
  - Low/no empathy
  - Brain fog

**52% of our poll participants reported burnout in the last year!**

**Mid-level employees and caregivers reported the highest numbers.**

# *Burnout is the tipping point!*



## Flourishing

- Mental Well-being
- Purpose
- Happiness



## Languishing

- Absence of well-being
- Aimless
- Stagnant



## Burnout

- Exhaustion
- Negativity
- Reduced performance



## Mental Health Conditions

- Depression
- Anxiety
- Substance Use Disorder

**Stress**



# How does burnout impact work?

- Risk to health and well-being
- Decreased productivity
- Job dissatisfaction
- Absenteeism/high turnover

APA. (2023). <https://www.apa.org/topics/healthy-workplaces/workplace-burnout>

Gallup (2020).

<https://www.gallup.com/workplace/313160/preventing-and-dealing-with-employee-burnout.aspx>

What things both professionally and personally add to your tipping point?



# What You Can Do as a Team

## Practice meeting hygiene

- Pre-set agenda
- Required vs. optional attendees

## Embrace individual thinking

- Set time for individual brainstorming
- Make space for different workflows

## Tackle stigma

- Team check-ins
- Language matters!



# Stress Management

## Accept your needs

- Practice mindfulness
  - Snacks & breathing
- Try a phone-free break



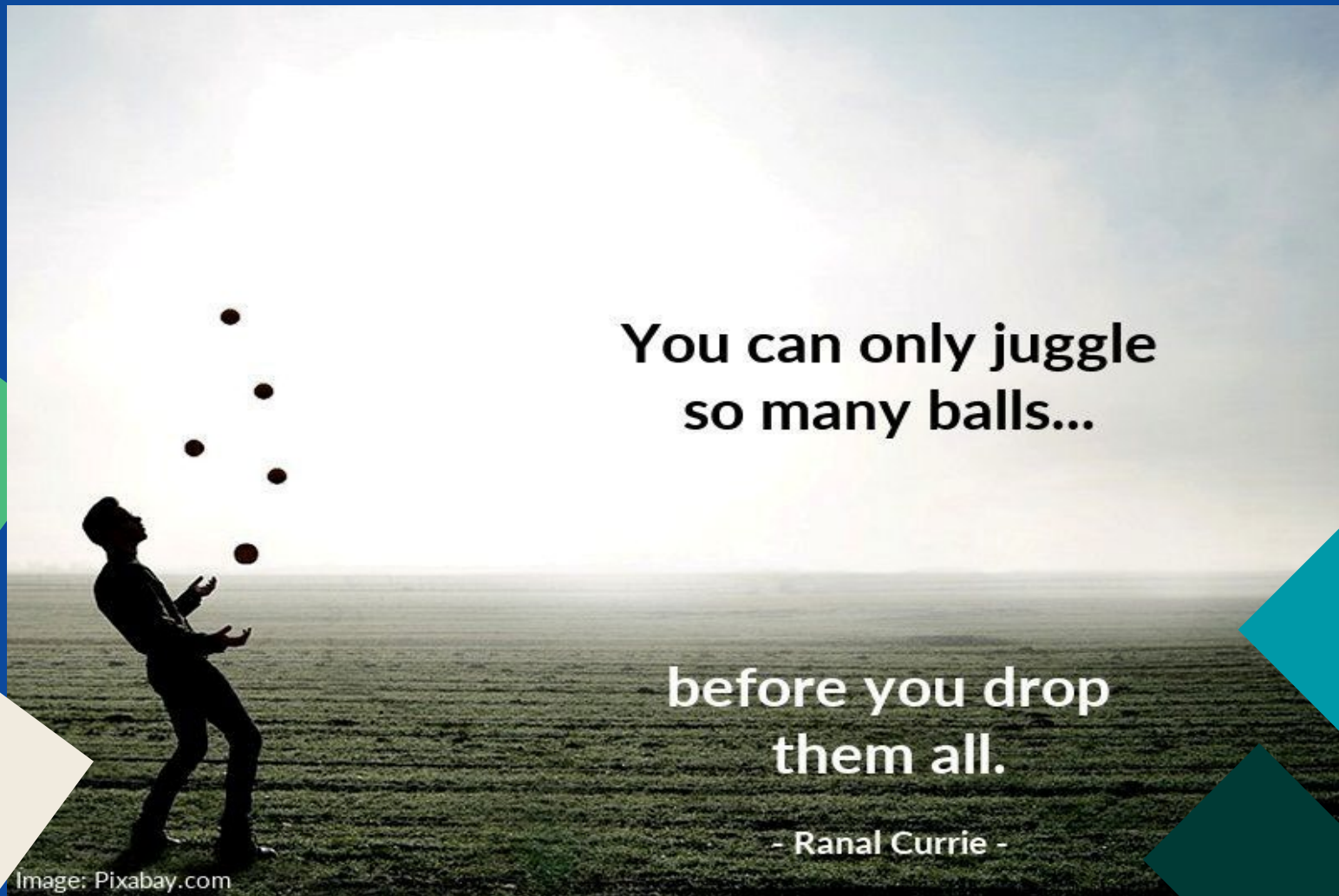
## Notice work/home separation

- Try to be present at both
- If possible, leave stressors where they belong

## Prioritize and delegate

- Accept your time limits, do the most important task first
- Trust your team to get things done - delegate!
- When in doubt, write it out
- And BREATHE

Ask yourself, is this ball made of glass or plastic.....



You can only juggle  
so many balls...

before you drop  
them all.

- Ranal Currie -

# Words Matter

Use the guide below as a simple and caring approach to bust myths and stereotypes. Inclusive language can help people feel more comfortable and reach out for support when needed.

PRINCIPLE	DESCRIPTION	CONSIDER SAYING	AVOID
Person-First Language	Person-First language recognizes mental health as a part of a person, not a defining characteristic.		
Normalizing Language	Normalizing language is used to reduce stigma by framing mental health conditions as common and treatable.		
Colloquial Language	Words and phrases that are second-nature in colloquial language are often rooted in prejudice and which can perpetuate stigma.		
Language Around Suicide	As one of the most stigmatized topics, it's important to use language that is respectful and research-based. Research shows that explicit language can greatly impact someone's willingness to seek help.		

[nami.org/stigmafree](http://nami.org/stigmafree)

# Resources!

Be StigmaFree

## A Guide for Leadership

Supporting employee mental health and well-being is a business imperative.

**Why?**

The cost of unsupported mental health:


- \$200 billion is lost in earnings each year in the U.S. through health care usage and decreased work productivity.\*
- Depression is the leading cause of disability costs around the world.\*\*

Unsupported mental health can lead to challenges like:


- Low performance and lack of concentration.
- Decreased collaboration and creativity.
- Low morale and low motivation.
- Increased drug and alcohol misuse.

**The good news?**

Fortunately, most mental health conditions improve with proper support. As a leader in your organization, you can create a supportive and healthy workplace for employees.



Learn more [nami.org/stigmafree](http://nami.org/stigmafree)



Be StigmaFree

## A Guide for Business Managers

Support employee mental health. You can directly support health, checking in with your supervisees in a caring and consistent way with resources. Benefits include:

- Decreased Disability Costs
- Increased Retention & Engagement

### Mental Health with Your Employees

**Provide education and awareness**

- Provide mental health resources and benefits explanations throughout the year.
- Foster a culture where getting help for a mental health concern is as routine as getting help for any other concern through active communication and support.

**Learn non-stigmatizing language**

- Create a culture of trust through consistent communication about supporting emotionally healthy work practices.
- Communicate organizational values that include respect and prioritizing well-being to encourage empathetic behaviors by employees.
- Promote the use of non-stigmatizing language when talking about mental health.



A GUIDE FOR MANAGERS

## TIPS FOR CARING CONVERSATIONS



Talking about mental health at work can feel intimidating, especially if you're unsure where to start.

As a manager, **you are not expected to be a therapist** or have all the answers when it comes to mental health. It's important to remember that mental health discussions at work should steer clear of diagnoses and treatment plans. Instead, focus on showing empathy, creating a safe space, and providing resources. Remember to follow up with resources like your company's benefits or Employee Assistance Program (EAP), your [local NAMI affiliate](#), or call the NAMI HelpLine at 1-800-950-NAMI.

Use the following recommendations as a starting point for a conversation about mental health, but we recommend changing the wording to be authentic to how you typically communicate.

### HOW TO START THE CONVERSATION

**Start with specific signs you have noticed:**

- "I've noticed you've had a few difficult encounters with challenging customers these last few weeks. I know that can be uncomfortable, and I'm wondering how you're feeling?"

**Use "I" language in talking about emotions:**

- "I feel concerned as I haven't heard from you as much in our meetings."

**Ask questions to get more information:**

- "That meeting was really intense. How can I support our next steps? We can meet to debrief if that would be helpful."

**Start with being vulnerable and sharing your own experience:**


- "I've been stressed about our new deadline, I wonder if you've been stressed, too?"

**Be direct if you are concerned about signs of suicide:**

- "Are you thinking about suicide or self-harm?"



If you find yourself struggling with your mental health, remember that you are not alone. NAMI has a [HelpLine](#) you can call or text if you want help finding or understanding resources for yourself or a loved one. You can also call or text 988, the Suicide and Crisis Lifeline to be connected with a trained counselor who will offer compassionate and accessible support, resources and referrals to community care.



[stigmafree.nami.org](http://stigmafree.nami.org) NAMI HelpLine

***Thank You!***

**Let's Stay Connected:**

**drewc@namipiedmont.org or (839) 282-1553**

**www.namipiedmont.org**

***Burnout exists because we've made rest a reward rather than a right. - Juliet C Odobo***

