

# Conversations on Burnout

Being Human

*Hazel* ANDERSON  
TURNER



# Who am I?

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**Hazel Anderson-Turner**  
Business Psychologist and ICF Professional Certified  
Coach

**“Burnout  
happens  
very slowly  
and then  
very quickly”**

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# Conversations on Burnout: Being Human

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- How our 'humanness' helps us to understand why we experience burnout.
- A framework to understand what burnout is and what it looks and feels like.
- Starting to explore what we can learn from burnout recovery and how this can help us to prevent burnout in ourselves and others.



# What is burnout?

“Burnout is a syndrome conceptualised as resulting from chronic workplace stress that has not been successfully managed”.

World Health Organisation



A photograph showing a brown dog on the left and a striped cat on the right, both in a concrete enclosure. The dog is looking towards the cat. A semi-transparent white box with a thin black border is centered over the image, containing the text "'Survival mode'".

**'Survival mode'**



# Survival mode

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Amygdala hijack

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Less access to prefrontal cortex

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Adrenaline and cortisol

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Less connection and collaboration

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Emotional management/avoidance

# Context



# Body



# Mind



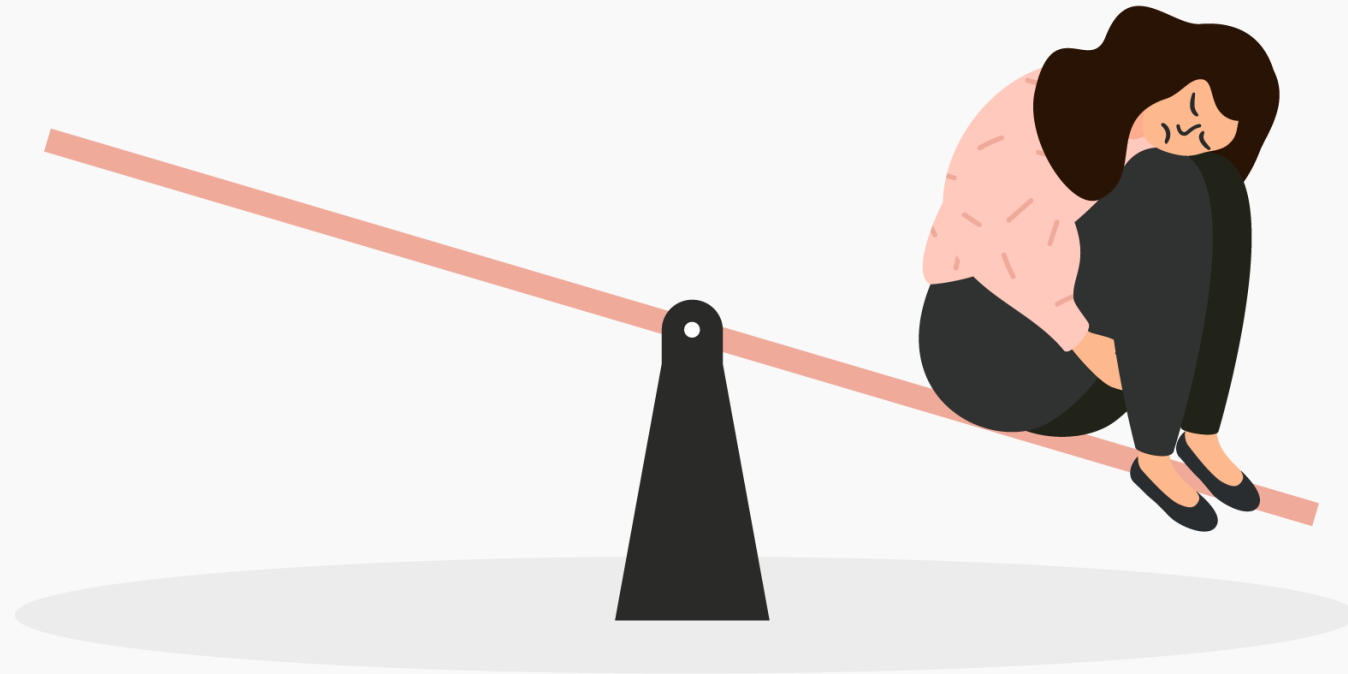
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# Burnout occurs when the demands of our roles outstrip our resources

## Resources

Reward  
Support  
Recovery



## Job Demands

Workload  
Values conflicts  
Low control

# The context of the NHS

- NHS Survey 2021
  - 34.3% always felt burnt out due to work
  - 56.8% felt unable to meet conflicting demands of role
  - 72.8% said there were not enough staff to do their job properly
  - 38% find their work emotionally exhausting
- House of Commons Health and Social Care Committee report, 2021:
  - Chronic excessive workload
  - Staff shortages most important factor in chronic excessive workload



What does  
**BURNOUT**  
look like?

"I don't have anything left to give"

**Overwhelming emotional exhaustion**

"I just don't care anymore"

**Feelings of cynicism and detachment**

"I feel like I'm letting everyone down"

**Personal sense of ineffectiveness and lack of accomplishment**



What's the opposite of

# BURNOUT

"I'm getting the important things done"

**Sense of effectiveness**

"I feel like I'm in the right place"

**Strong connection**

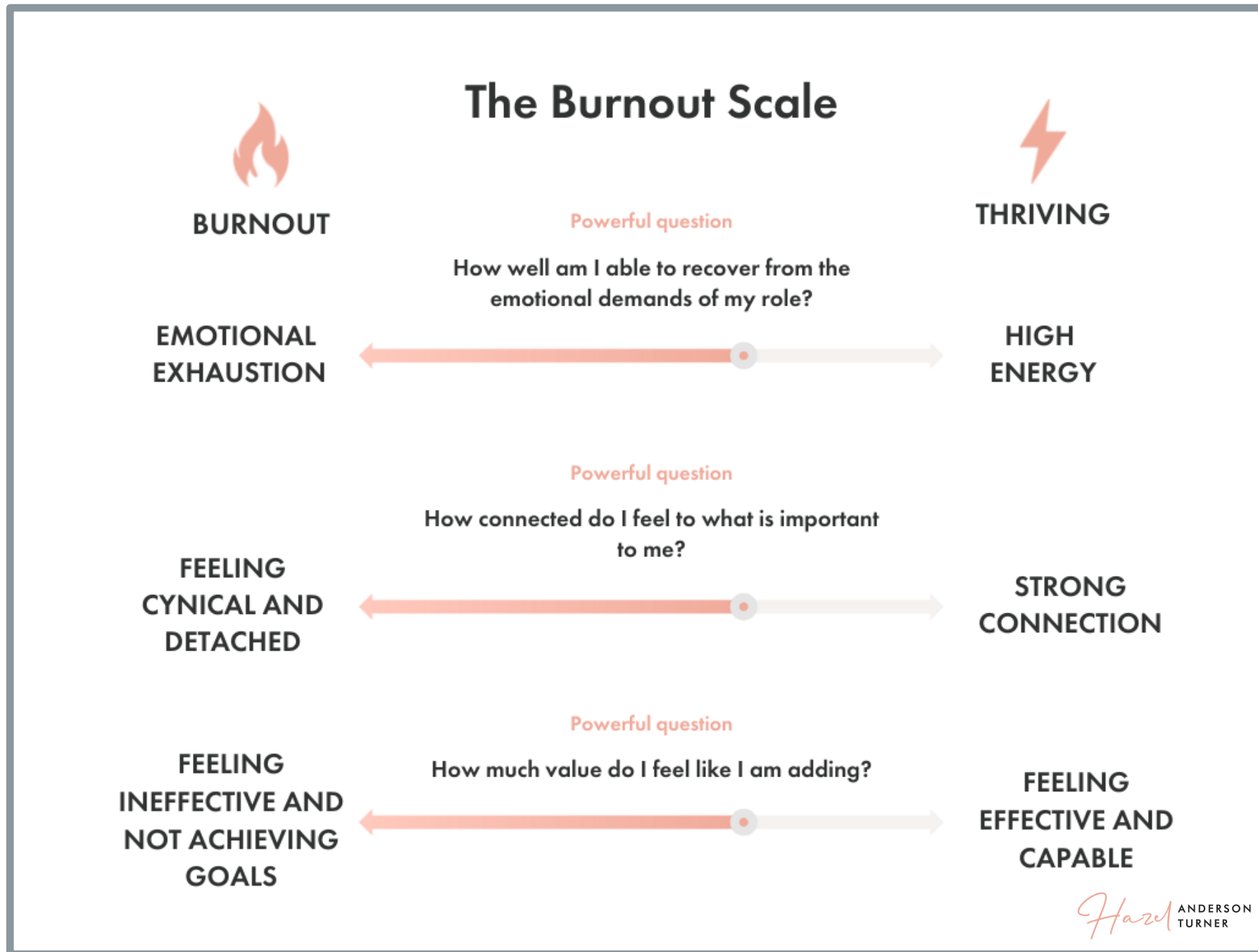
"I feel like I have the energy to be there for others"

**Emotional capacity**



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# The five stages of burnout

## Honeymoon

Energy, high job satisfaction, creativity

## Balancing Act

Onset of stress symptoms e.g. reduced sleep quality, neglect of personal needs

## Chronic symptoms

Frequent intense stress symptoms e.g. exhaustion, physical illness

## Burnout

Crisis point  
Increase in escapist activities, self-doubt and obsessing about work frustrations

## Enmeshment

Symptoms embedded so that a state of burnout is constant

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**Feeling burnt out is  
understandable but  
not inevitable**

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**“You can’t ‘out-busy’  
your emotions Hazel”**

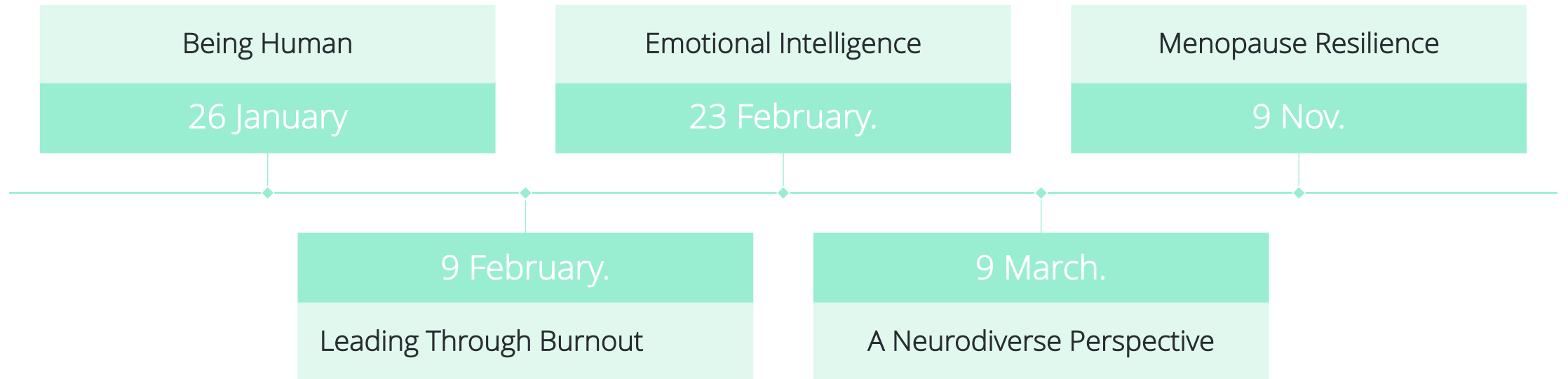






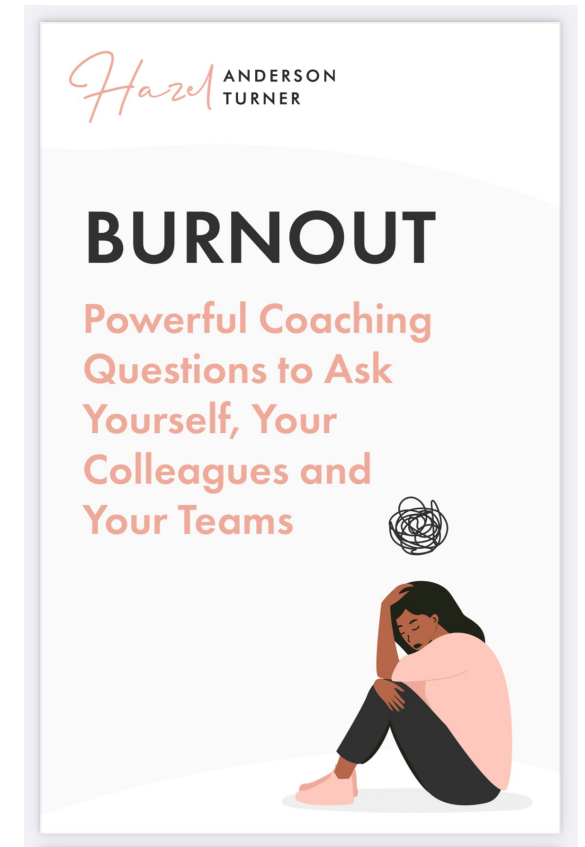
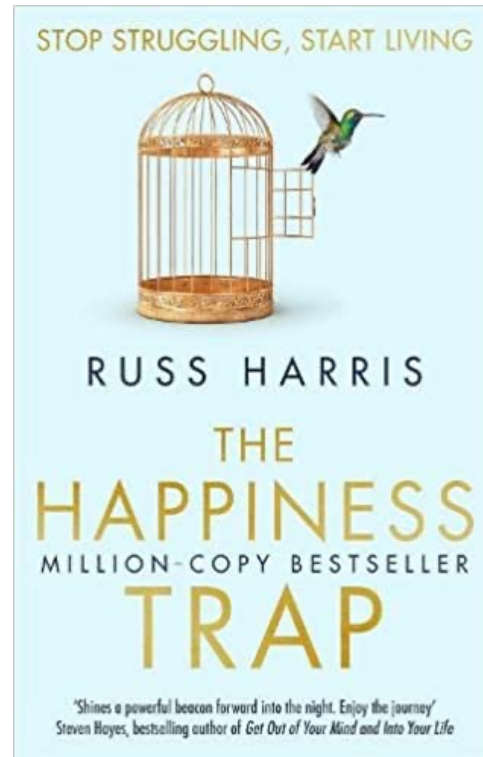
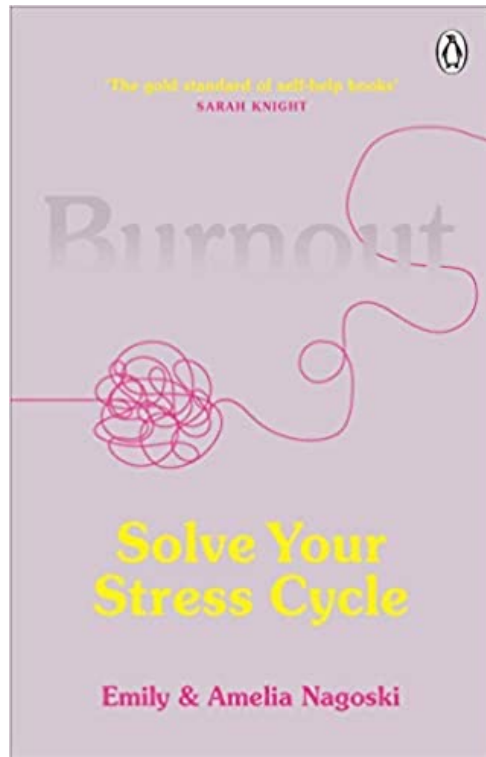
# What's next?

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# Resources

[hazelandersonturner.co.uk](http://hazelandersonturner.co.uk)



*Hazel* ANDERSON  
TURNER

**CONTACT ME**

07919 406909

[hazel@hazelandersonturner.co.uk](mailto:hazel@hazelandersonturner.co.uk)

[hazelandersonturner.co.uk](http://hazelandersonturner.co.uk)

