

Conversations on Burnout

Webinar 2: Powerful Questions

Hazel ANDERSON
TURNER



Who are we?



Hazel Anderson-Turner
Business Psychologist and ICF Professional Certified Coach



Mary Ely
Business and Personal Change Specialist and ICF Professional Certified Coach

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

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



The Burnout Scale



BURNOUT



THRIVING

Powerful question

How well am I able to recover from the emotional demands of my role?

**EMOTIONAL
EXHAUSTION**



**HIGH
ENERGY**

Powerful question

How connected do I feel to what is important to me?

**FEELING
CYNICAL AND
DETACHED**



**STRONG
CONNECTION**

Powerful question

How much value do I feel like I am adding?

**FEELING
INEFFECTIVE AND
NOT ACHIEVING
GOALS**



**FEELING
EFFECTIVE AND
CAPABLE**



I/me



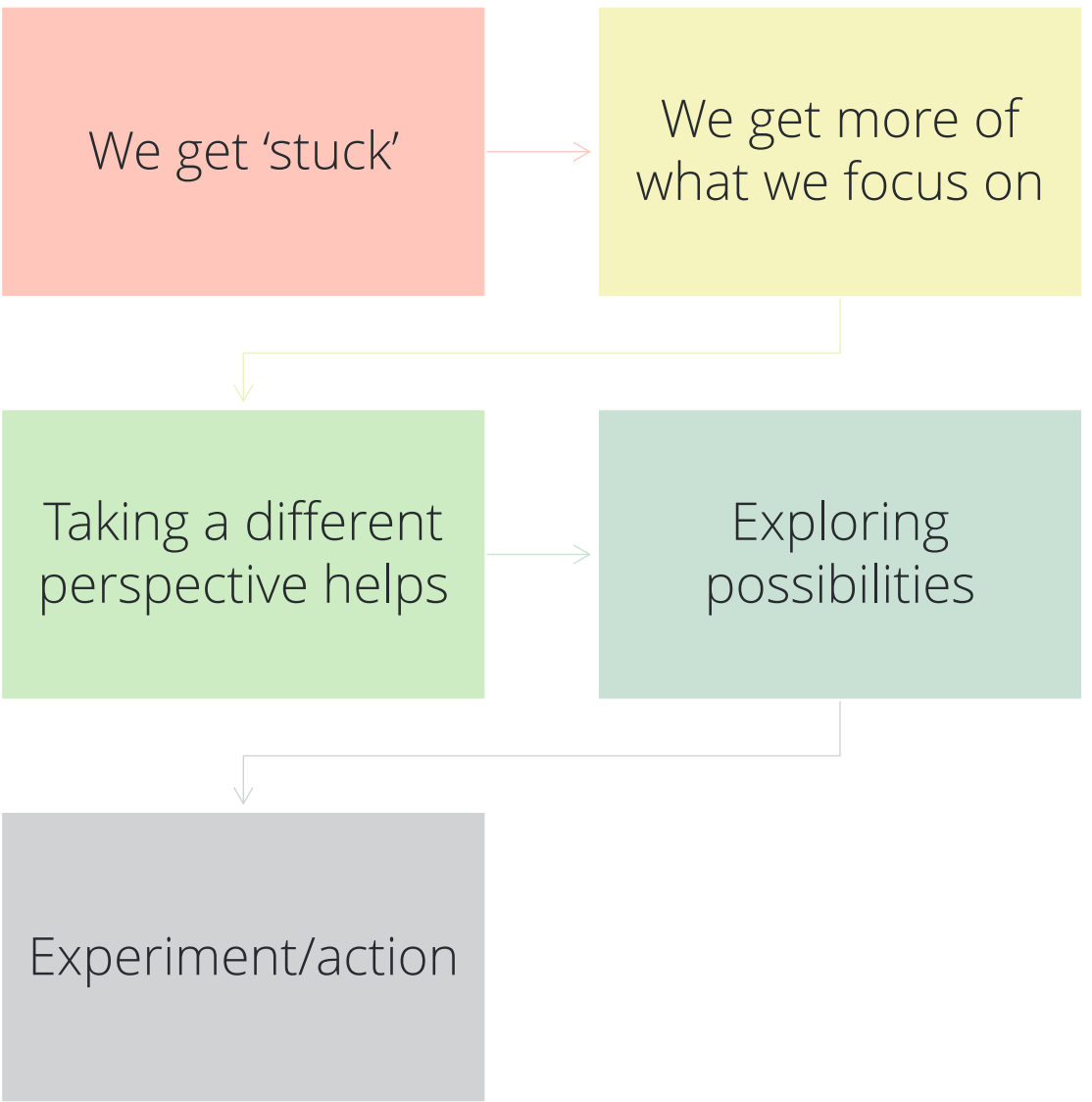
You



Us/we

Levels of conversations

Why do powerful questions matter?



Powerful Questions to recover from or prevent burnout



CURRENT

What is my/your/our current:

- Thinking (assumptions/ saying to self)
- Behaviour (what doing/how doing it)
- Feelings



What are the alternative possibilities/options?

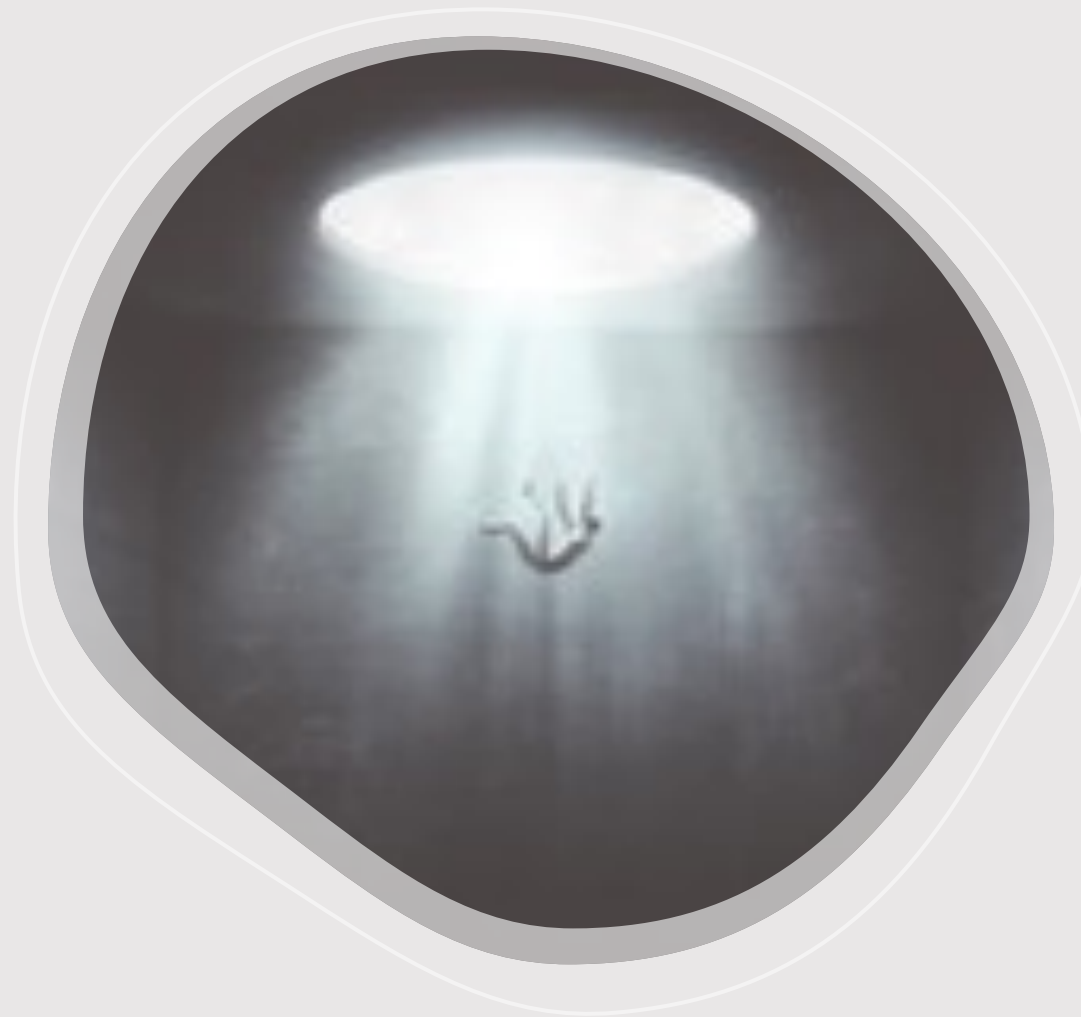


Which will you experiment with?

How will you review your results and keep focus



Conversations with ourselves

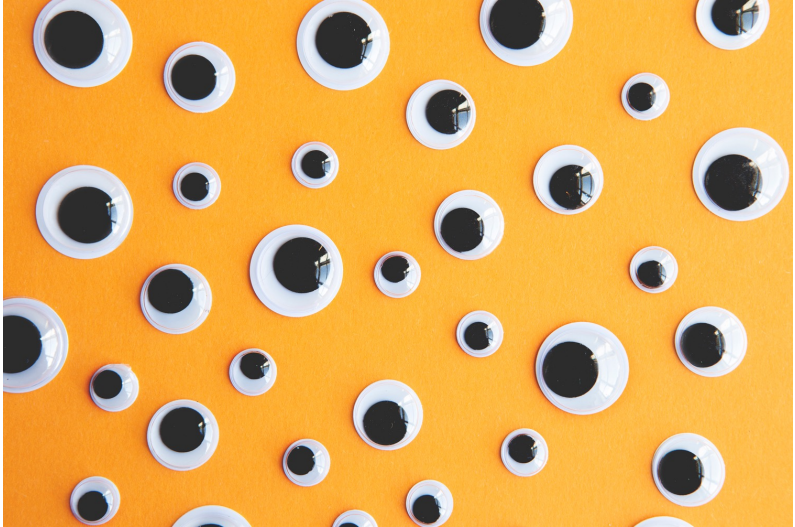




Our Inner critic



The trouble often comes when we get 'hooked' and start struggling



Notice



Name



Nod

The 3 Ns



Inner Coach

Current situation:

- What do I really need right now?
- What am I doing well?

Options:

- What advice would I give a friend?
- Who could I ask for help?

Experiment:

- What's one small thing I can do to move forward?
- What action could I take to show that I have my own back?



Conversations with others



Is a problem shared a problem halved?



Empathy vs Sympathy

Empathy

- Be curious
- Listen
- Demonstrate you understand the situation and impact



Empathy + Coaching example



"I can see how difficult this is for you"



Current situation:

"What feels most challenging?"



Options:

"What options do you have?"

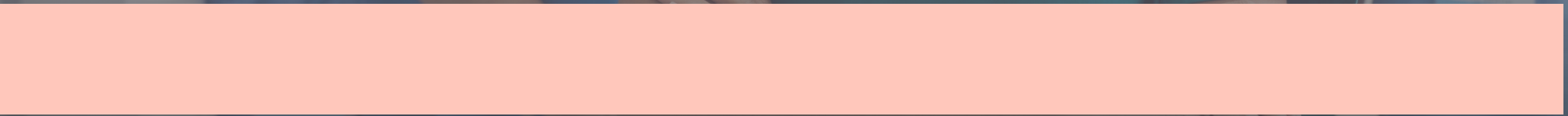


Experiment:

"What small step could you take to move you forward?"

A diverse group of five healthcare professionals, including three women and two men, are standing in a brightly lit hospital hallway. They are all wearing scrubs; three in light blue and two in teal. The woman in the center foreground is wearing a teal scrub top and has a white surgical mask hanging from her neck. They are all looking towards the camera with neutral to pleasant expressions. The background shows a clean, modern hospital corridor with white walls and glass doors.

Conversations within teams



Psychological safety is key



Options for change

People



- Ways of working
- Behaviour
- Attitudes
- Organisation structure
- Roles and responsibilities

Process



- What we do
- How we do it
- When things need to happen
- Quality standards

Things



- Systems
- Equipment
- Policies
- Reporting requirements



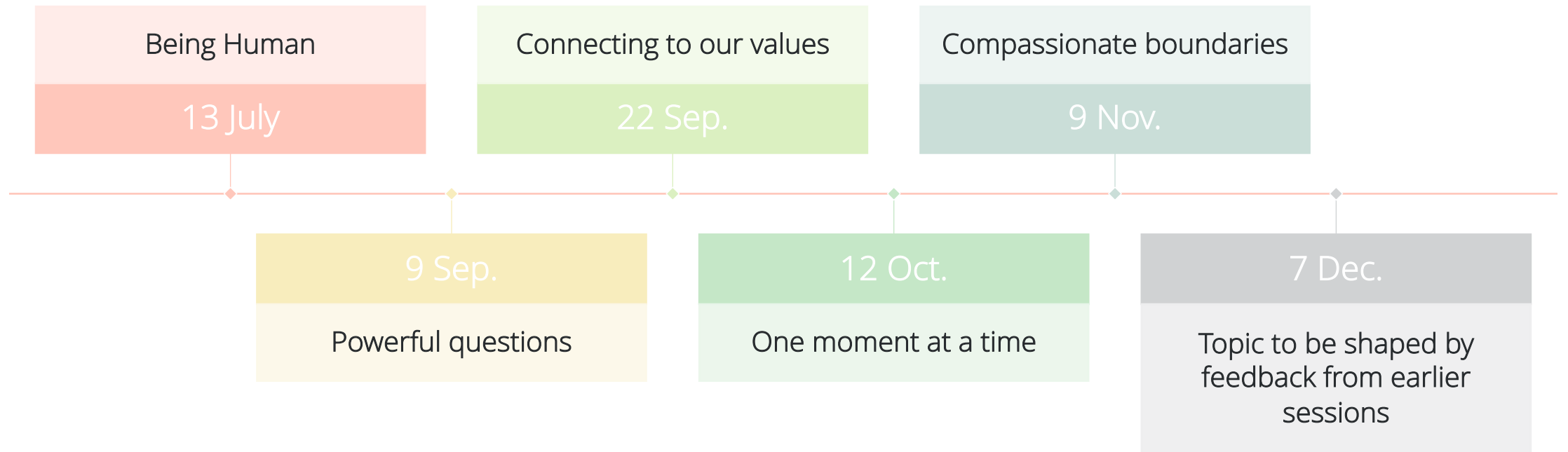
Powerful team questions

- Why are we doing things this way?
- What can we control?
- How could we do this differently?
- Who else could do this?
- When is it really needed by?
- Where would it make more sense to do this?
- What if we got software that would make this easier?

Let's experiment...

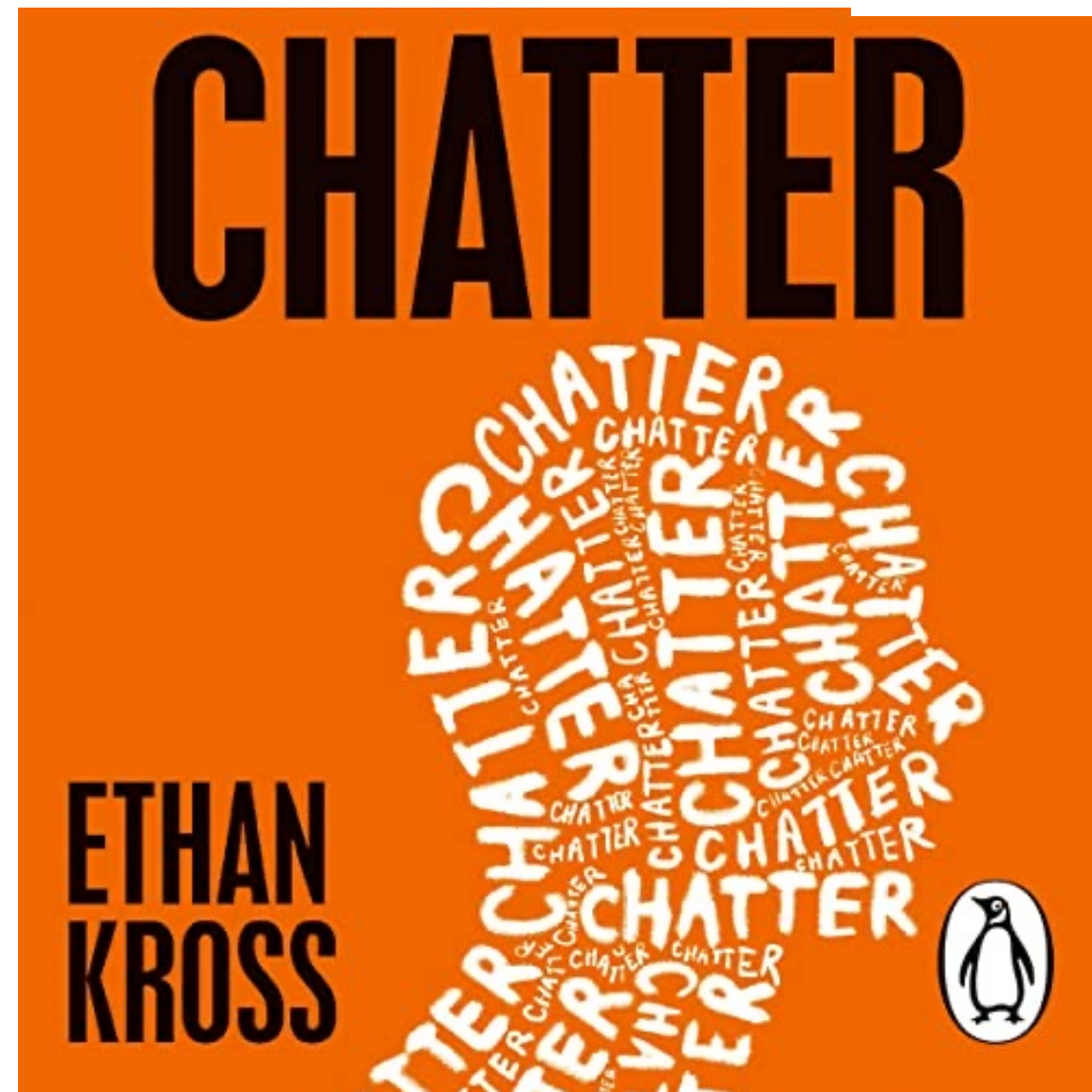
- What's bothering you most at the moment?
- What are you currently assuming about it?
- What part of that is within your control?
- What options do you have?
 - What could you do differently
 - How could you think about it differently?
 - What could else could you say to yourself about it?
- What's the one thing you will experiment with?

What's next?



Resources

- Powerful questions e-book - Hazelandersonturner.co.uk
- Overwhelm to clarity process
- <https://www.mezza.me.uk/post/from-overwhelm-to-clarity-in-10-manageable-steps>



Hazel ANDERSON
TURNER

CONTACT ME

07919 406909

hazel@hazelandersonturner.co.uk

hazelandersonturner.co.uk

