

ORACLE

11 Ways to Prevent Employee Burnout



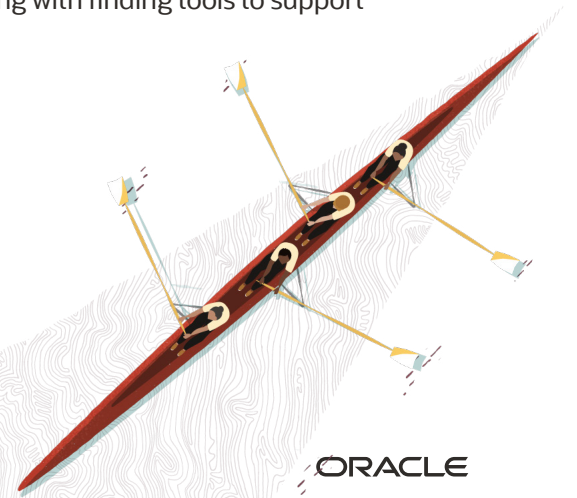
Burnout Syndrome: A syndrome resulting from chronic workplace stress that has not been successfully managed and that is characterized by three dimensions: feelings of energy depletion or exhaustion; increased mental distance from one's job, or feelings of negativism or cynicism related to one's job; and reduced professional efficacy.

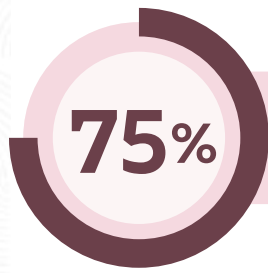
World Health Organization, 2019

Our world has changed. Work has changed. People have changed. And change can be hard. Many organizations are struggling to maintain employee engagement, and the signs and symptoms of burnout are surfacing in both ourselves and in the larger workforce. How has the pandemic affected your organization? How does work feel recently? Likely, your organization is not the same as it was before.

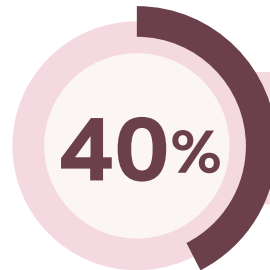
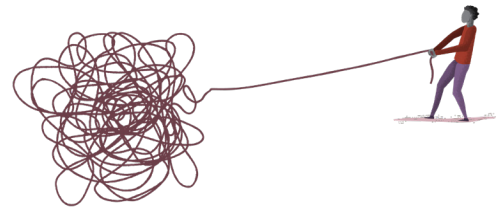
But there is one thing that many people have experienced at work before: burnout. Even prior to the pandemic, usage of the term burnout was skyrocketing. In early 2020, HCI (Human Capital Institute) initiated a study on this topic, and the pandemic provided a perfect vehicle to study stress and emotion at work. The COVID-19 pandemic precipitated radical and unplanned change that increased the factors that cause burnout. Business leaders, HR professionals, and employees needed to adjust and adapt in real time to new work and non-work demands. Organizations around the world recognized their people were facing new challenges and knew they needed to act quickly to find fast solutions that support employees and reduce the risk of burnout.

The changes to how people work, such as how employees are making connections from a distance and balancing work remotely, can also contribute to burnout if they aren't supported. Fostering a sense of community and connection is vital to employee well-being and should be a priority for all organizations. Recognizing the importance of human interaction and the impact of working in isolation, along with finding tools to support people in new ways, is an evolving yet critical task for leaders.





of workers have
experienced burnout.



said it was a direct result of
the coronavirus pandemic. ¹

According to the second annual AI at Work study conducted by Oracle and Future Workplace ², 21% of global respondents view dealing with burnout as the biggest challenge of working remotely. To address this, many organizations are turning to technology to support their workforce, using tools such as AI to assist along the journey. The efforts are helping: 27% of respondents agreed AI helped their mental health at work – stress, anxiety, and depression – by automating tasks, helping to decrease workload and prevent burnout. Yet, 76% of employees still say their organizations should do more.

Employee burnout can lead to decreased productivity, high turnover rates, low employee engagement, and poor health ³. And most people – 51% of those surveyed in the 2020 PwC CHRO Insights report – said anxiety and burnout pose the biggest challenge to their business when delivering on workforce priorities ⁴. People are feeling more stress at work than ever and burnout is on the rise. HR leaders and managers alike are noticing, and need to keep employees engaged, healthy, and supported in new ways. But how?

Everyone is learning and adapting to the ways we work and live, and it is not surprising to see people incorporating new ideas and technologies for support. In the 2020 Talent Pulse Report ⁵, HCI identified the following 11 ways to help employees combat workplace burnout and foster a sense of community and belonging in 2021:

¹ <https://www.techrepublic.com/article/covid-19-has-exacerbated-a-75-job-burnout-rate-study-says/>

² As Uncertainty Remains, Anxiety and Stress Reach a Tipping Point at Work, oracle.com/a/ocom/docs/applications/hcm/2020-hcm-ai-at-work-study.pdf

³ <https://www.business.com/articles/why-you-need-to-worry-about-burnout/>

⁴ <https://www.pwc.com/us/en/library/chro.html>

⁵ Balance or Burnout: Supporting and Engaging Your Workforce During COVID-19 and Beyond. HCI Talent Pulse, 2020

11 Ways to Prevent Employee Burnout

1

ENCOURAGE TIME OFF

Taking vacation time is an important tool in preventing burnout. But in addition to vacation, many organizations now offer COVID-related leave time and support to their employees and provide the tools to quickly and easily request days off and select the benefits needed for support.

2

MAKE TOOLS AND RESOURCES AVAILABLE

Providing tools that promote wellness and self-care is one step in mitigating factors of burnout. Offering resources, such as free subscriptions to health and wellness apps, Employee Assistance Programs (EAP), and conversational AI like chatbots and digital assistants, can be combined and offer 24/7 support to the workforce.

3

PRESENT FLEXIBLE WORKING ARRANGEMENTS

Finding ways to give employees the flexibility needed to complete their work without the traditional parameters helps employees. This includes offering extra paid time off, flexible work hours, and supporting employees that are caretakers and guardians with daycare arrangements.

4

DEPLOY WELL-BEING AND RESILIENCE TRAINING AND BENEFITS

Making sure your workforce knows there are wellness programs available to support – such as fitness classes, ergonomics, diet advice, and general counseling is an important step. Hosting workshops and offering training addressing the new ways people work can help employees process change and avoid factors that lead to burnout.

5

INCREASE COMMUNICATION AND CONNECTION

Encouraging employees to stay connected and providing creative ways via various learning and communication channels helps the workforce feel engaged. Offering virtual happy hours and coffee breaks to remind the workforce they are part of a community can be a tremendous tool for preventing burnout and increasing connection.

6

ENLIST MANAGERS' AND LEADERS' SUPPORT

Recommending senior leadership share messages emphasizing the importance of mental health and wellbeing and asking managers to be flexible regarding work schedules is key. Removing the stigma around burnout and advocating for EAP can offer the workforce support they didn't know existed or that they needed.

7

RECOGNIZE CONTRIBUTIONS

Recognizing those who are contributing to the success of the organization, providing motivational videos, sharing messages of support, and offering praise are all collaborative ways to keep the workforce engaged. Encouraging expressions of gratitude and appreciation both internally and externally counteracts the risk factors for burnout.

8

**SET BOUNDARIES TO
BALANCE BETWEEN WORK
AND HOME**

Creating and respecting boundaries for a work and life balance must be considered when reviewing the risk factors for burnout. Prioritizing and encouraging a focus on health, safety, and family across the organization and providing updates on all circumstances impacting the workforce will help build trust and remove risks of burnout.

9

**REDISTRIBUTE OR
REPRIORITIZE WORK**

Offering flexibility around when work is completed, reprioritizing the work that is 'must-do' versus 'nice to do' and scheduling career growth conversations around goals and learning paths, some that may have drastically changed, will help employees feel supported – critical to reducing fear factors leading to burnout.

10

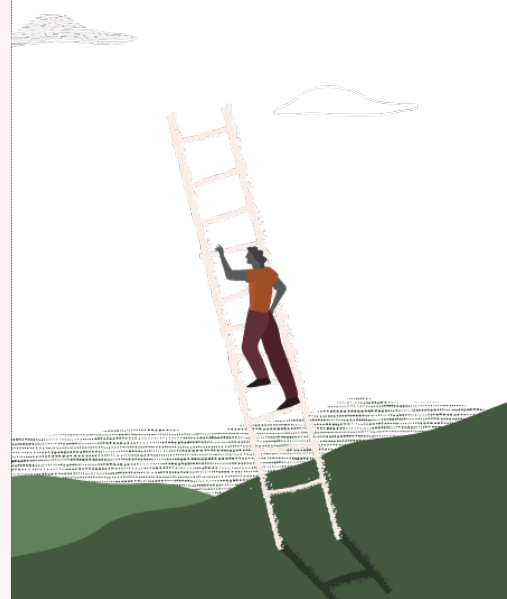
REACH OUT AND LISTEN

Checking-in with remote workers, and employees who have returned to an in-person role, is the simplest way to let the workforce know they are supported and prevent symptoms of burnout. Asking questions and offering tools to support – whether it is through an internal survey, a wellness chatbot, or a therapist offered in an EAP – share that the environment at work is safe, and that employees are heard. Then listen and respond.

11

**STRUCTURE AND BALANCE
MEETINGS**

Remaining open to new ways of work and providing options for flexible working structures helps employees feel supported. Creating a schedule and inviting employees to build one that best fits their current work structure and time constraints provides employees with a sense of empowerment and support that reduces burnout risk factors and promotes wellness.



Using these 11 tips for addressing burnout and taking actions to mitigate the risks will help keep your workforce engaged even in tough and unpredictable times. In addition, creating a supportive community based on communication and connection will position your organization to thrive now and in the future. Burnout awareness and prevention is vital to keeping employees healthy and productive, and for continued business success.

[See how Oracle Cloud HCM can help.](#)

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**TALENT PULSE**
PROPRIETARY RESEARCH FROM HCI

Talent Pulse research from the Human Capital Institute ([HCI](#)) explores the latest trends and challenges in strategic human capital management. Through quarterly research reports, Talent Pulse provides practitioners and decision makers with insights and tools to work better today and prepare for the future of work.

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