

 **Reversing & Preventing Development Burnout**

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 **Describing Burnout**

What burnout feelings and actions have you experienced or observed?




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 **Workshop Guidelines**


- **PURPOSES:** To identify factors contributing to development staff burnout & to understand strategies to combat personal burnout
- **PROCESS:** Handout packet, assessment, small & large group discussions & activities, tools & references, action planning
- **PAYOFF:** By learning ways to minimize burnout you & your organizations will gain greater personal satisfaction & organizational success

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 **Agenda for Workshop**

- Describing Burnout/Intros
- Seriousness of Burnout
- Burnout Assessment
- Strategies
 - Workload
 - Control
 - Reward/Recognition
 - Fairness
 - Values
 - Work Team
- Action Planning
- Wrap-up/Evaluations

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 **Norms**

- Timing
- Smart phones, etc. on vibrate
- Active participation & listening
- Equal "airtime"
- Use of parking lot
- "Stretch your thinking"
- Confidentiality



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 **Introductions**

Briefly share with us:

- Who are you?
 - Development
 - Executive Director
 - Other...
- Your organization?



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 **Defining Burnout**


Burnout is: “a psychological response to long-term exhaustion and diminished interest.”

...something was on fire, now the fire is out because of the fuel is used up

...exhausted, stressed, frustrated, cynical, disillusioned, absenteeism, attrition


Source: Burns, Scott. *Buzzout*. State of the Web. 5/26/2009.

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 **Seriousness of Chief Development Officers (CDO) Burnout Phenomenon**

- 75% CDO's & 62% CEO's say #1 reason behind turnover is **UNREALISTIC EXPECTATIONS**
- 58% of CDO's didn't have resources to do their job effectively; 29% say primary need is **PROFESSIONAL DEVELOPMENT**


Source: www.campanellacompany.com/news

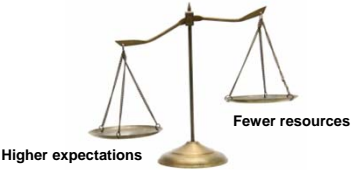


- 50% Chief Fundraisers plan to leave their jobs within 2 years
- 40% are thinking about leaving fundraising entirely

Source: www.compasspoint.org Jan 2013


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 **Factors Fueling Burnout**




Higher expectations **Fewer resources**

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 **Assessing Your Burnout Risk Factors:**
Rate each factor from 1 (low) to 5 (high) as a risk


- **Workload** : job ill-defined, unrealistic expectations, under-resourced
- **Control** : micromanagement or lack of decision power versus autonomy & opinions count
- **Reward/Recognition** : low pay, unfulfilling or unsatisfying work; little or no recognition for job well-done
- **Fairness**: discrimination, playing favorites, office politics
- **Values**: compassion fatigue, waning commitment to mission
- **Work Team** : conflicts with board and/or staff, disconnection from team

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 **Best Practices to Create an Environment That Minimizes Risk of Burnout**


- **Workload**
 - Engage yourself (level of emotional & intellectual commitment to organization)
 - Allow yourself time to recharge
 - Handout #1: Work Prioritization Tool
 - Handout #2: RAMMPP (Improve Efficiency) Tool
- **Control**
 - Ask your manager at your next 1-1
 - Handout #3: RASIN (Accountability Charting) Tool
 - Handout #4: Levels of Involvement in Decision-Making Chart

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 **Best Practices (continued)**

- **Reward/Recognition**
 - Ask HR or ED to consider pay scale & job description
 - Opportunity to learn, grow, develop
 - **#1 motivator**: positive recognition (ACTIVITY)
 - Handout #5: Professional Development Examples
 - Handout #6: Non-Monetary Reward Examples
- **Fairness**
 - Address diversity issues
 - Ask employees how they perceive office dynamics
- **Values**
 - Remind everyone of purpose, mission, values, the "how" we do our work
 - Share organizational success stories to demonstrate value

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 **Best Practices (continued)**

- Work Team
 - Foster open, collaborative, & caring workplace with a team environment

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 **The Best Recognition You Ever Received**

Identify **ONE TIME** you received recognition for something you did well.

1. What was the recognition?
2. How did it make you feel/impact?


Share with a partner.

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 **Action Planning (Handout # 7)**

- Identify one action you will take to reduce the impact of "burnout" on you/your organization

Write it down and share it with one other person.



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Thank you for your participation!

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