

## World Health Organization: Workplace Burn-out Recognized

### Burnout

The World Health Organization (WHO) now recognizes “burn-out” as a genuine health condition in its International Classification of Diseases. Its definition: “A syndrome conceptualized as resulting from chronic workplace stress that has not been successfully managed.” The syndrome is characterized by three dimensions: “1) feelings of energy depletion or exhaustion; 2) increased mental distance from one’s job, or feelings of negativism or cynicism related to one’s job; and 3) reduced professional efficacy.” Sound familiar? If so, talk with the

[Employee Assistance Program](#) or a professional counselor. They can help evaluate the cause of your burnout and the impact it’s having on you, and help you develop a plan to reverse it. This may include social supports, finding a new perspective on work, scheduling time off, creating better work-life balance, and adding wellness habits that can target the symptoms of burn-out. You may already know in theory that these changes will lead to a more positive outlook, but sometimes having a counselor as a coach and guide can help you make your best intentions a reality.

## Saying No at Work— with Style

Saying “no” is a strategy for reducing stress, but keeping workplace relationships positive and your reputation as a team player intact are important considerations in your response. Always avoid the terse “no.” Attempt to join forces with your requester to find an alternative for the help they need, avoid text or email rejections (go in person to say you aren’t available, if possible), and communicate openly that your refusal is not signifying your unwillingness to help in the future. In many instances, we say no to requests because we simply don’t want to do what’s being requested. In such cases, try to avoid the “let me get back to you after checking my calendar...” This avoidance technique keeps hope alive that you will accept the task, and can make for a bigger let down later when you say no.

## Available EAP Services:



WASHINGTON STATE

### [How to Receive EAP Services](#)

#### [Supervisor/HR Resources](#)

#### [Webinars](#)

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### Journaling for Maximum Impact

If you keep a daily personal journal, you already know that it helps you focus on goals and directs your thoughts and intentions toward dreams and desires. The positive outcomes that appear in your life are the result of focus. If you don't keep a journal now, try a journaling experiment to see if this exercise has payoffs for you. Journal in the morning or after taking a 30-minute break from work. Don't journal while watching television or alongside other distractions. You can also journal after taking a walk, a drive, or perhaps after working out. This time gap puts you in a more creative mindset. Journal four things—and try to do this daily—your ideas and sudden insights; positive statements that you will achieve your goals, plans, and strategies; and thanks and acknowledgements for positive outcomes you are experiencing.

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### Feeling Bullied, But Not Sure

If you're bullied at work but unsure about how to respond, questioning your reaction, or wondering whether you should do anything about it, talk with a counselor or visit your EAP. This intermediary step can help you get clarity so you can follow the procedures your organization wants you to take. The Centers for Disease Control and Prevention reports that bullied employees have mental health costs twice that of non-bullied employees. That's a strong business case for employers, who are now taking a stronger stance on workplace bullying and intervention. Don't suffer in silence. Use resources that can help you get the positive workplace you deserve.

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### Dare to Feel Good All Day

Start the morning by completing an important task that you would normally procrastinate about doing—while it weighs on your mind all day. This approach to work management takes practice because it does not conform to the way your mind likes to work, which is to postpone the pain. It is a success secret used by many productivity pros to reduce burnout and accomplish more. The technique allows you to escape the gnawing sensation of what you know you eventually must do. You will enjoy your job more, and it could make the rest of the day feel like a breeze.

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### Helping a Friend Who Has an Eating Disorder

Like those with other health conditions, people who have an eating disorder often seek treatment with the encouragement of loved ones. Are you concerned about someone's relationship with food, their body image, or behaviors that indicate the likelihood of an eating disorder? There are tips recommended by the National Eating Disorders Association for helping a person you care about. You'll find them at [www.nationaleatingdisorders.org](http://www.nationaleatingdisorders.org). The first and most important recommendation is to learn as much as possible about eating disorders. Skipping this step is why many interventions and discussions focused on convincing someone to get help—for any behavioral/health problem—end in disappointment. Why? When you have accurate information, your responses to any naturally defensive statements are more effective, educational, and helpful. This facilitates your loved one's ability to self-diagnose. Shame and stigma reduce quickly. Less defensiveness is observed, emotions may be calmer, your loved one is likely to listen more readily, and the acceptance of help is more likely. Beyond this key step, rehearse what you want to say. Set a private time and place to talk. Be honest, direct, and use "I" statements, not accusations (i.e., "I have noticed..." vs. "You must/need to...." Learn more about the steps to helping a loved one or a friend at [www.nationaleatingdisorders.org](http://www.nationaleatingdisorders.org).