

Characteristics of Burnout

Maslach's Multidimensional Model of Burnout

- A prolonged response to chronic emotional and interpersonal stressors on the job
- A psychological syndrome consisting of
 - *Emotional exhaustion*: Decreased energy; overextended emotionally; depleted of emotional resources
 - *Depersonalization*: Negative, callous, or excessively detached response to others; loss of idealism; starts as self-protective buffer of "detached concern" but leads to dehumanization
 - *Reduced personal accomplishment*: Feelings of incompetence and productivity; feeling like a failure; work suffers

Additional Characteristics of Burnout

- *General characteristics*
 - Acute or chronic
 - Mild to severe
 - Tends to get progressively worse if not detected or left unchecked
 - Manifests in a variety of symptoms
- *Physical symptoms*: Fatigue, overwhelming exhaustion, weariness, muscle tension, insomnia, physical illness, low energy
- *Emotional/psychological symptoms*: Boredom, feel out of control or overwhelmed, feel emotionally drained, moodiness, resentment, anger, frustration, cynicism, anxiety, low self-confidence, guilt, helplessness, hopelessness, powerlessness, feel a dread of work
- *Cognitive/mental symptoms*: Negative attitude about work and about students, self-doubt, decreased concentration, memory difficulties, forgetfulness, focus on the negative part of each day, pessimistic thinking
- *Interpersonal symptoms*: Withdrawal from colleagues, withdrawal from friends and family, isolation, avoiding others, relationships suffer, impatience with students/colleagues
- *Disengagement symptoms*: Inability to care about job, detachment from students and loved ones, missing work, daydreaming, desire to quit work, desire to escape, use of alcohol/drugs
- *Work quality symptoms*: Decline in quality of work, procrastination, decreased enthusiasm, lack of interest, decreased motivation, ineffectiveness, attendance/timeliness suffers, impairment due to incompetence or unethical behaviors