Public Librarians’ Chat

DEVELOPING AN ATTITUDE OF GRATITUDE IN THE LIBRARY

NOVEMBER 16, 2017
“Burnout is a cunning thief that robs the world of its best and brightest by feeding on their energy, enthusiasm, and passion, transforming these positive qualities into exhaustion, frustration, and disillusionment.”

Sherrie Bourg Carter
Overcoming Burnout: 10 steps to reignite your flame and shine brightly once more
Psychology today posted April 17, 2011
Job burnout

Job characteristics known to contribute to burnout.

- High workload
- Time pressure
- Conflicting demands on the job
- Lack of adequate information to do the job well
- Lack of social support, especially from supervisors
- Lack of feedback
Signs of Cynicism and Detachment

- Loss of enjoyment
- Pessimism
- Isolation
- Detachment
Signs of Ineffectiveness and Lack of Accomplishment

- Increased irritability
- Lack of productivity and poor performance
Job burnout health consequences

- Excessive stress
- Chronic fatigue
- Insomnia
- Depression
- Negative spillover into personal relationships
Preventing job burnout

- Workload
- Control
- Reward
- Community
- Fairness
- Values

Managing Burnout in the Workplace: A guide for information professionals
By Nancy McCormack & Catherine Cotter
Chapter 8 Symptom recognition and preventing burnout
Gratitude

- The quality or feeling of being grateful or thankful
Three levels of gratitude

- Episodic gratitude
  - Individual experiences gratitude

- Persistent gratitude
  - Consistent feelings of gratitude by individual at work

- Organizational gratitude
  - Consistent feelings of gratitude by multiple individuals at work
The Appreciation Paradigm
Steps to creating an attitude of gratitude

- Specific positive feedback
  - Acknowledge what they did well
  - Appreciative email or text message
- Please & Thank you
- Congratulate others
- Active listening
- Write down a few things you are grateful each day
References


References


- The Tell Tale Signs of Burnout ... Do You Have Them?
  Sherrie Carter - https://www.psychologytoday.com/blog/high-octane-women/201311/the-tell-tale-signs-burnout-do-you-have-them


