




# 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

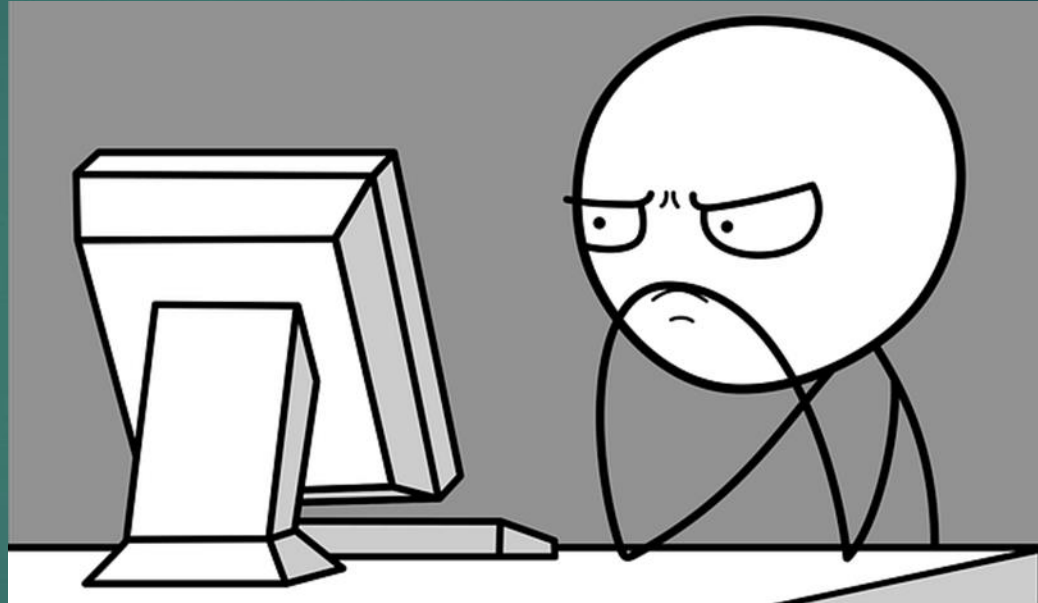
Job characteristics known to contribute to burnout.

- ▶ 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

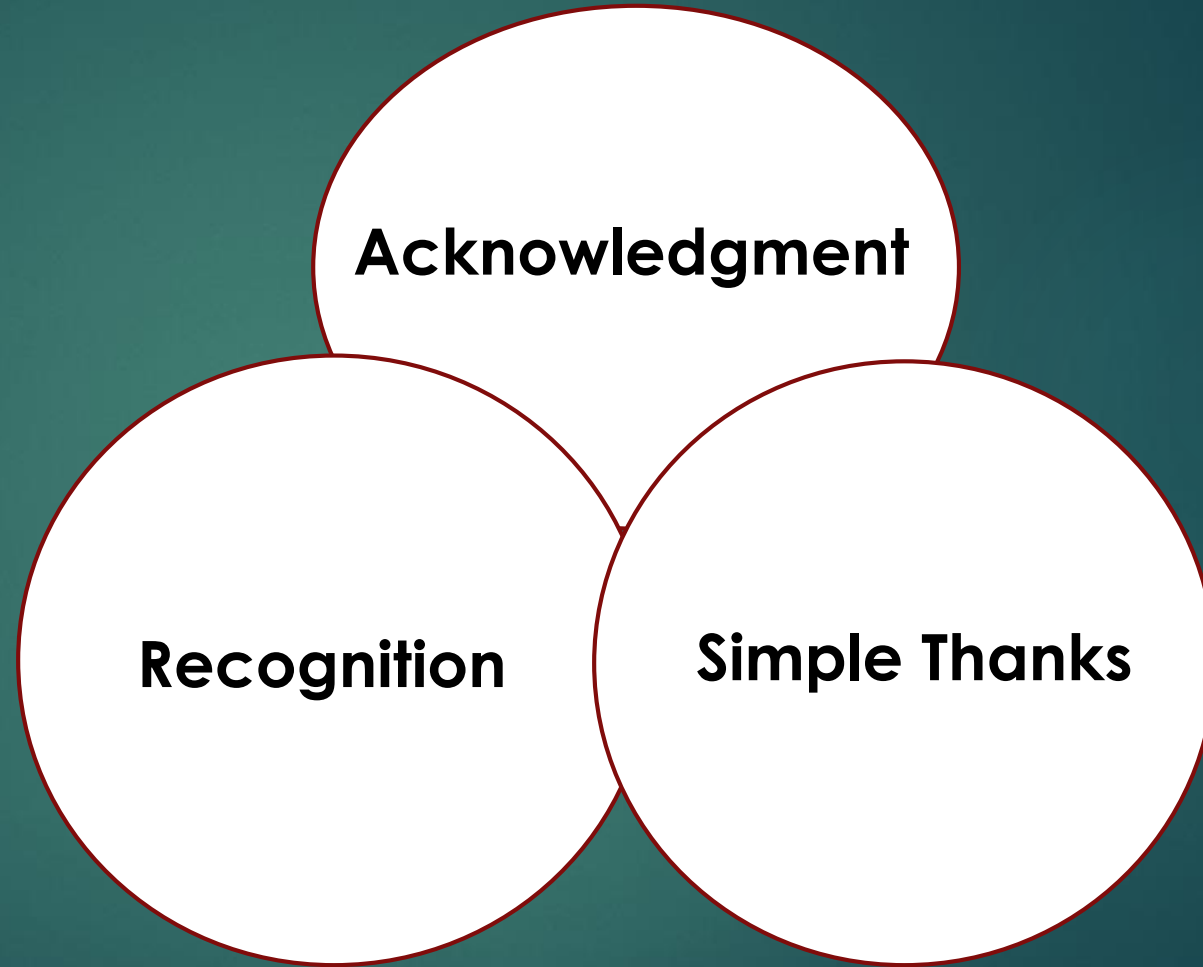
- ▶ The quality or feeling of being grateful or thankful



# 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

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Sherrie Carter - <https://www.psychologytoday.com/blog/high-octane-women/201311/the-tell-tale-signs-burnout-do-you-have-them>
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