



## TOP COMPLIANCE (Pty) Ltd

**Your Business' Safety Is Our Concern**

**QSE B-BBEE - Level Four**

[www.topcompliance.co.za](http://www.topcompliance.co.za)

**July 2019**

### **Job burnout**

If constant stress has you feeling helpless, disillusioned and completely exhausted, you may be on the road to burnout. When you're burned out, problems seem insurmountable, everything looks bleak, and it's difficult to muster up the energy to care, let alone act to help yourself. The unhappiness and detachment caused by burnout can threaten your job, your relationships, and your health. But by recognising the early warning signs, you can take steps to prevent it. Or if you've already hit breaking point, there are things you can do to regain your balance and start to feel positive and hopeful again.

The World Health Organisation (WHO) has officially recognised burnout as a medical diagnosis. Following an update by the group published at the end of May 2019, the condition now appears in the organisation's International Classification of Diseases, or the ICD-11, in the section on problems related to employment or unemployment.

"Burn-out is a syndrome conceptualised as resulting from chronic workplace stress that has not been successfully managed," the WHO said. "(It) refers specifically to phenomena in the occupational context and should not be applied to describe experiences in other areas of life".

It is characterised by three dimensions:

- Feelings of energy depletion or exhaustion;
- Increased mental distance from one's job, or feelings of negativism or cynicism related to one's job;
- Reduced professional efficacy.

The new definition of burnout should be a wake-up call for employers to treat chronic stress that has not been successfully managed as a work health and safety issue. In the era of smartphones and 24-7 emails, it's becoming increasingly difficult to switch off from the workplace and from those who have power over us.

Job burnout is a special type of work-related stress — a state of physical or emotional exhaustion that also involves a sense of reduced accomplishment and loss of personal identity.

### **Job burnout symptoms**

Ask yourself:

- Have you become cynical or critical at work?
- Do you drag yourself to work and have trouble getting started?
- Have you become irritable or impatient with co-workers, customers or clients?
- Do you lack the energy to be consistently productive?
- Do you find it hard to concentrate?
- Do you lack satisfaction from your achievements?
- Do you feel disillusioned about your job?
- Are you using food, drugs or alcohol to feel better or to simply not feel?
- Have your sleep habits changed?
- Are you troubled by unexplained headaches, stomach or bowel problems, or other physical complaints?

If you answered yes to any of these questions, you may be experiencing job burnout. Consider talking to a doctor or a mental health provider because these symptoms can also be related to health conditions, such as depression.

### **Possible causes of job burnout**

Job burnout can result from various factors, including:

- Lack of control. An inability to influence decisions that affect your job.

- Unclear job expectations. If you're unclear about the degree of authority you have or what your supervisor or others expect from you, you're not likely to feel comfortable at work.
- Dysfunctional workplace dynamics. Perhaps you work with an office bully, or you feel undermined by colleagues or your boss micromanages your work.
- Extremes of activity. When a job is monotonous or chaotic, you need constant energy to remain focused which can lead to fatigue and job burnout.
- Lack of social support. If you feel isolated at work and in your personal life, you might feel more stressed.
- Work-life imbalance. If your work takes up so much of your time and effort that you don't have the energy to spend time with your family and friends, you might burn out quickly.

### Consequences of job burnout

Ignored or unaddressed job burnout can have significant consequences, including:

- Excessive stress
- Fatigue
- Insomnia
- Sadness, anger or irritability
- Alcohol or substance misuse
- Heart disease
- High blood pressure
- Type 2 diabetes
- Vulnerability to illnesses

### Ideas on how to handle job burnout

- Evaluate your options. Discuss specific concerns with your supervisor. Maybe you can work together to change expectations or reach compromises or solutions. Try to set goals for what must get done and what can wait.
- Seek support. Whether you reach out to co-workers, friends or loved ones, support and collaboration might help you cope. If you have access to an employee assistance program, take advantage of relevant services.
- Get some exercise. Regular physical activity can help you to better deal with stress. It can also take your mind off work.
- Get some sleep. Sleep restores well-being and helps protect your health.
- Take time off. If burnout seems inevitable, try to take a complete break from work.
- Set boundaries. Don't overextend yourself. Learn how to say "no" to requests on your time.
- Take a daily break from technology. Set a time each day when you completely disconnect. Put away your laptop, turn off your phone, and stop checking email after a certain time of day.
- Nourish your creative side. Creativity is a powerful antidote to burnout. Try something new, start a fun project, or resume a favourite hobby. Choose activities that have nothing to do with work or whatever is causing your stress.
- Set aside relaxation time. Relaxation techniques such as yoga, meditation, and deep breathing activate the body's relaxation response, a state of restfulness that is the opposite of the stress response.
- Minimise sugar and refined carbs. You may crave sugary snacks or comfort foods such as pasta or French fries, but these high-carbohydrate foods quickly lead to a crash in mood and energy.
- Avoid nicotine. Smoking when you're feeling stressed may seem calming, but nicotine is a powerful stimulant, leading to higher, not lower, levels of anxiety.
- Drink alcohol in moderation. Alcohol temporarily reduces worry, but too much can cause anxiety as it wears off.

Keep an open mind as you consider the options. Try not to let a demanding or unrewarding job undermine your health.

### How burnout can impact health and safety:

Burnout can have catastrophic effects on workplace health and safety. It has the potential to impact any and all facets of work from operations and process down to communication.

Consider the following impacts of burnout on workplace health and safety:

- Inability to respond quickly - Lack of focus and decreased ability to concentrate are trademark signs of burnout, which may result in reduced response times. When there's an accident, responses and reactions are

normally split-second, and a matter of life or death. Reduced ability to make proper decisions in the event of an accident will impact health and safety.

- Occupational driving - Drivers, long-haul truckers, delivery people, and transit operators each drive all day long as part of their occupational job requirements. Burnout drastically decreases the ability to remain alert and cognizant to rapidly changing road conditions. People forget that vehicles are workplaces when they're driven for work, and that an accident or fatality while driving for work is a workplace accident.
- Heavy equipment operations - As those who drive vehicles for a living, those who operate heavy machinery for all, or part of their shift may experience burnout. If they do, the equipment operation becomes hazardous, by failing to react to a hazard. When operating heavy equipment around people or traffic, hazards can develop quickly, as a result of inattention during inspections. Workers suffering from, or suspected to be suffering from, burnout should be removed from equipment operation and given alternative appropriate work while they recover.
- Workplace violence and harassment factors - Workers suffering from burnout are irritable and may be prone to feelings of anger. While the correlation between burnout and violent or harassing episodes is a stretch, the relation to violence and burnout is relevant, with burnout typically manifesting after being involved in, or witnessing, a violent workplace event.
- Lost time - The prevalence of depression and/or anxiety among burnout sufferers is high. This may result in lost time while the suffering worker is off to recover from burnout and learning to manage their resultant anxiety and/or depression. A worker who suffers an injury as a result of a workplace accident caused by burnout also requires time away from work to recuperate. Lost time injuries have a dramatic impact on productivity, morale, and the overall efficacy of the health and safety program.

The key to preventing burnout from having a negative impact on workplace health and safety is early identification and intervention. Don't let burnout become an invisible and neglected hazard in your workplace. Talk to employees about burnout, offer training and support, and address symptoms should any come up. It's not an obvious hazard but neglecting to control burnout hazards will have an adverse effect on health and safety in the workplace.

<https://www.mayoclinic.org/healthy-lifestyle/adult-health/in-depth/burnout/art-20046642>  
<https://businesstech.co.za/news/business/324403/burnout-is-now-an-official-medical-diagnosis-here-are-4-signs-you-are-suffering-from-it/>  
<https://www.helpguide.org/articles/stress/burnout-prevention-and-recovery.htm>  
<https://osg.ca/how-burnout-affects-workplace-health-and-safety/>

Please go visit our NEW online store for all your first aid, personal protective equipment, signage and legal posters.

<https://www.topcompliance.co.za/index.php/products>



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#### **Public courses**

**[For all the dates this year](#)**

|                                                                       |                                                                                                                                                          |                                        |
|-----------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|
| 8 & 12 July                                                           | Midrand                                                                                                                                                  | Level 1, 2 & 3 first aid - <b>FULL</b> |
| 15 & 16 July                                                          | Pretoria                                                                                                                                                 | Level 1 first aid                      |
| 17 & 19 July                                                          | Pretoria                                                                                                                                                 | Level 2 & 3 first aid                  |
| 30 July                                                               | Pretoria                                                                                                                                                 | Basic firefighting & EAP               |
| 5 Aug                                                                 | Pretoria                                                                                                                                                 | SHERQ Rep – legal Liability            |
| 19 Aug                                                                | Pretoria                                                                                                                                                 | Basic firefighting & EAP               |
| 22 & 23 Aug                                                           | Pretoria                                                                                                                                                 | Level 1 first aid                      |
| <b>Corporate and Private training courses as below:</b>               |                                                                                                                                                          |                                        |
| <b>First Aid Courses:</b>                                             |                                                                                                                                                          |                                        |
| First aid: Level 1                                                    |                                                                                                                                                          |                                        |
| First aid: Level 2                                                    |                                                                                                                                                          |                                        |
| First aid: Level 3                                                    |                                                                                                                                                          |                                        |
| First aid: Level 1 & 2                                                |                                                                                                                                                          |                                        |
| First aid: Level 2 & 3                                                |                                                                                                                                                          |                                        |
| First aid: Level 1, 2 & 3                                             |                                                                                                                                                          |                                        |
| Child and infant CPR & choking                                        |                                                                                                                                                          |                                        |
| Adult CPR & choking                                                   |                                                                                                                                                          |                                        |
| Adult CPR & choking and AED                                           |                                                                                                                                                          |                                        |
| <b>Occupational Health and Safety Courses</b>                         |                                                                                                                                                          |                                        |
| OHS Act & SHERQ representative                                        |                                                                                                                                                          |                                        |
| The Occupational Health + Safety Act - responsibilities of management |                                                                                                                                                          |                                        |
| Food facility health & safety course                                  |                                                                                                                                                          |                                        |
| Basic ladder safety                                                   |                                                                                                                                                          |                                        |
| <b>Fire Fighting and Prevention Courses</b>                           |                                                                                                                                                          |                                        |
| Basic firefighting                                                    |                                                                                                                                                          |                                        |
| Basic firefighting with emergency action planning                     |                                                                                                                                                          |                                        |
| Basic firefighting with fire extinguisher practical                   |                                                                                                                                                          |                                        |
| <b>SKILLS PROGRAMS</b>                                                |                                                                                                                                                          |                                        |
| <b>First Aid Level 1,2 &amp; 3 - HW/SP/1601190 – NEW REQUIREMENT</b>  |                                                                                                                                                          |                                        |
| US 119567                                                             | Perform basic life support and first aid procedures                                                                                                      |                                        |
| US 120496                                                             | Provide risk-based primary emergency care/first aid in the workplace                                                                                     |                                        |
| US 376480                                                             | Provide first aid as an advanced first responder                                                                                                         |                                        |
| <b>First Aider - HW/SP/1202005</b>                                    |                                                                                                                                                          |                                        |
| US 119567                                                             | Perform basic life support and first aid procedures                                                                                                      |                                        |
| US 120496                                                             | Provide risk-based primary emergency care/first aid in the workplace                                                                                     |                                        |
| US 13915                                                              | Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace. |                                        |
| <b>First Aid (Basic) - HW/SP/150795</b>                               |                                                                                                                                                          |                                        |
| US 119567                                                             | Perform basic life support and first aid procedures                                                                                                      |                                        |
| US 9964                                                               | Apply health and safety to a work area                                                                                                                   |                                        |
| <b>Health, Safety and Fire Combination - HW/SP/1510179</b>            |                                                                                                                                                          |                                        |
| US 9964                                                               | Apply health and safety to a work area                                                                                                                   |                                        |
| US 119567                                                             | Perform basic life support and first aid procedures                                                                                                      |                                        |
| US 120331                                                             | Demonstrate knowledge pertaining to fires in working places                                                                                              |                                        |
| <b>Workplace SHE Rep - HW/SP/1510182</b>                              |                                                                                                                                                          |                                        |
| US 9964                                                               | Apply health and safety to a work area                                                                                                                   |                                        |
| US 259639                                                             | Explain basic health and safety principles in and around the workplace                                                                                   |                                        |

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| <b>First Aid and Safety Representative - HW/SP/1510183</b>                                                                                                                                                                                              |                                                                               |
| US 9964                                                                                                                                                                                                                                                 | Apply health and safety to a work area                                        |
| US 119567                                                                                                                                                                                                                                               | Perform basic life support and first aid procedures                           |
| <b>Safety Incident Investigation and inspections - HW/SP/1511233</b>                                                                                                                                                                                    |                                                                               |
| US 259617                                                                                                                                                                                                                                               | Conduct investigation into workplace safety, health + environmental incidents |
| US 259619                                                                                                                                                                                                                                               | Conduct workplace Occupational Health and Safety (OHS) inspections            |
| <b>First Aid and Firefighting - HW/SP/1511239</b>                                                                                                                                                                                                       |                                                                               |
| US 120496                                                                                                                                                                                                                                               | Provide risk-based primary emergency care/first aid in the workplace          |
| US 13961                                                                                                                                                                                                                                                | Demonstrate knowledge and use of hand operated firefighting equipment         |
| <b>Fire and Rescue Skills Programme - HW/SP/1604338</b>                                                                                                                                                                                                 |                                                                               |
| US 252250                                                                                                                                                                                                                                               | Apply firefighting techniques                                                 |
| US 119567                                                                                                                                                                                                                                               | Perform basic life support and first aid procedures                           |
| <b>Emergency First Aider - HW/SP/1605377</b>                                                                                                                                                                                                            |                                                                               |
| US 119567                                                                                                                                                                                                                                               | Perform basic life support and first aid procedures                           |
| US 120496                                                                                                                                                                                                                                               | Provide risk-based primary emergency care/first aid in the workplace          |
| <b>Safety Management - HW/SP/1601159</b>                                                                                                                                                                                                                |                                                                               |
| US 9964                                                                                                                                                                                                                                                 | Apply health and safety to a work area                                        |
| US 259639                                                                                                                                                                                                                                               | Explain basic health and safety principles in and around the workplace        |
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