

What **EMPLOYEE BURNOUT** Looks Like in the United States



According to a 2018 Gallup study, close to **two out of every three full-time workers** today are experiencing burnout on the job.¹

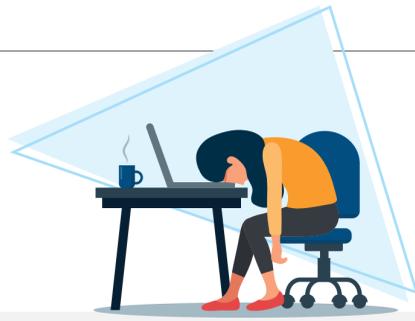
It's the defining talent management issue in today's workplace.

But what does burnout actually look like? And, more importantly, what can HR and management do to fix it?

MEET JANET

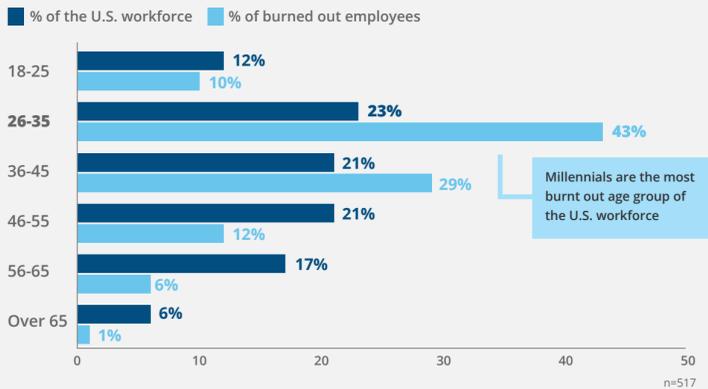
This is Janet. Janet says she's burned out at her job.

Janet is a 32-year-old millennial—an age group in the U.S. that's particularly prone to burnout.²



On average, Janet works 45 hours per week. That extra hour each day might not seem like much, but when combined with her erratic schedule, it's the biggest source of her burnout.²

The U.S. Workforce vs. The Burned Out Workforce, By Age



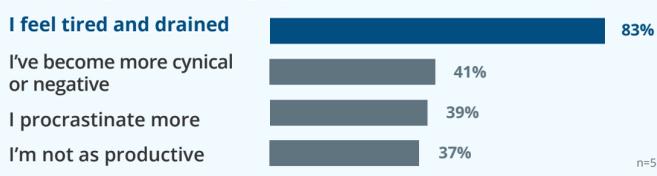
But it's far from the only reason she's burned out. She's also fed up with being underpaid, dealing with unrealistic deadlines, and boring or monotonous tasks.²

Top Causes of Employee Burnout

- 66%** Working late hours or on weekends
- 42%** Being underpaid and/or lacking important benefits
- 39%** Unrealistic expectations related to work output or deadlines
- 39%** Boring or monotonous work

Because she's burned out, Janet is often tired and drained. She's also become more cynical and negative at work, and tends to procrastinate more.²

Top Symptoms of Employee Burnout

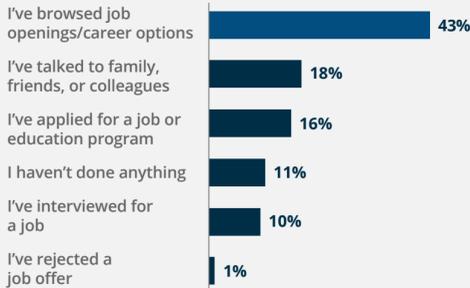


Not only has burnout affected the quality of Janet's work, it's also motivated her to consider a career change. She's already started browsing job openings at other companies.²

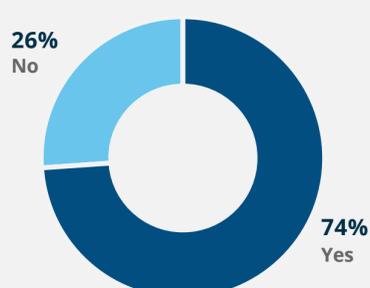
Agree or Disagree: Burnout Has Affected My Work Quality



Furthest Career Action Taken As a Result of Burnout



Has Burnout Caused You to Consider a Job or Career Change?



Despite how she's feeling, Janet has been hesitant to tell her manager or HR. She just doesn't think they'll be able to help her.²

Have You Made Your Employer Aware of Experiencing Burnout?



She has a valid reason to feel this way. Despite a number of programs or initiatives that her employer could be offering to help alleviate employee burnout, so far they haven't done anything.²

Top Reasons for Not Notifying Employer of Experiencing Burnout

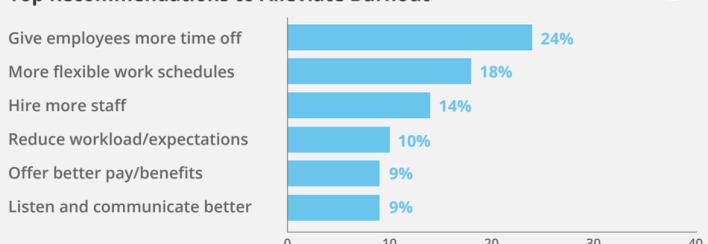
- 43%** I don't think they will be able to help
- 39%** I fear I'll be punished or lose my job
- 14%** Negative perception of burnout at my company
- 14%** Other

Janet has other suggestions that would help too—giving employees more time off, creating a more flexible work schedule, hiring more people. But she's not optimistic any of these things would actually happen.²

Solutions Offered to Prevent or Alleviate Burnout



Top Recommendations to Alleviate Burnout



JANET IS NOT ALONE

Every business has a Janet: A talented employee who could provide tremendous value for years to come if only her employer recognized her burnout and did something about it.

If you're worried burnout is consuming your workforce, here are a few first steps you can take:

- **Do the work to provide psychological safety.** Employees are extremely hesitant to talk about burnout for fear of inaction or consequences. Whether it's through an anonymous survey or coaching your managers on how to have these types of conversations, it's important to create an environment where workers feel they can talk about burnout safely.
- **Recognize the symptoms.** Burnout isn't a switch that flips on and off. It happens gradually, and managers and HR need to notice the signs in order to intervene. Are employees contributing less in meetings or group projects? Are they having trouble focusing for more than a few minutes at a time? These could be symptoms of burnout.
- **Explore options for relief.** The solutions to burnout vary widely based on employee pain points and employer resources, and not all of them will cost you money. Some solutions—like allowing employees to work from home more—may actually save you money. Diagnose the source of the problem, and meet with leadership to figure out how to solve it.

For more help with employee burnout, check out these additional resources: <https://blog.capterra.com/articles/talent-management/>

Sources: ¹<https://www.gallup.com/workplace/237059/employee-burnout-part-main-causes.aspx> ²Based on a Capterra survey conducted in October 2019 of 517 full-time employees in the U.S. who said they had experienced burnout in their current job.

