



Maslach Burnout Inventory

Answer the following questions below where:

- 0 = you **never experience this**
- 1 = you experience this **at least a few times a year**
- 2 = you experience this **at least once a month**
- 3 = you experience this **several times a month**
- 4 = you experience this **once a week**
- 5 = you experience this **several times a week**
- 6 = you experience this **every day**

Part A							
	Never						Every day
I feel emotionally exhausted because of my work.	0	1	2	3	4	5	6
I feel worn out at the end of a working day.	0	1	2	3	4	5	6
I feel tired as soon as I get up in the morning and see a new working day in front of me.	0	1	2	3	4	5	6
Working with people the whole day is stressful for me.	0	1	2	3	4	5	6
I feel burned out because of my work.	0	1	2	3	4	5	6
I feel frustrated by my work.	0	1	2	3	4	5	6
I get the feeling that I work too hard.	0	1	2	3	4	5	6
Being in direct contact with people at work is stressful.	0	1	2	3	4	5	6
I feel as if I'm at my wits' end.	0	1	2	3	4	5	6
TOTAL SCORE FOR PART A: _____							
Part B							
I get the feeling that I treat some clients/colleagues impersonally, as if they were objects.	0	1	2	3	4	5	6

I have become more callous to people since I have started doing this job.	0	1	2	3	4	5	6
I'm afraid that my work makes me emotionally "harder."	0	1	2	3	4	5	6
I'm not really interested in what's going on with many of my colleagues.	0	1	2	3	4	5	6
I have the feeling that my colleagues blame me for some of their problems.	0	1	2	3	4	5	6
TOTAL SCORE FOR PART B: _____							
Part C							
I can easily understand the actions of my colleagues/supervisors.	0	1	2	3	4	5	6
I deal with other peoples' problems successfully.	0	1	2	3	4	5	6
I feel that I influence other people positively through my work.	0	1	2	3	4	5	6
I feel full of energy.	0	1	2	3	4	5	6
I find it easy to build a relaxed atmosphere in my working environment.	0	1	2	3	4	5	6
I feel stimulated when I have been working closely with colleagues.	0	1	2	3	4	5	6
I have achieved many rewarding objectives at work.	0	1	2	3	4	5	6
In my work I am very relaxed at dealing with emotional problems.	0	1	2	3	4	5	6
TOTAL SCORE FOR PART C: _____							

INTERPRETING YOUR SCORES

After tracking how you spend your time for at least *one work week*, reflect on any themes and trends you notice. You can use the prompts below for assistance if needed:

Part A: Occupational Exhaustion		
YOUR SCORE: _____		
This area of burnout is relates to how difficult, stressful, and/or tiring you find your work. The higher your score, the more tiring and stressful you find your work.		
Score of 17 or lower	Score of 18 - 29	Score greater than 30
Low degree of burnout in this area	Moderate degree of burnout in this area	High degree of burnout in this area
Part B: Depersonalization		
YOUR SCORE: _____		
Depersonalization refers to a loss of empathy that is characterized by a loss of regard for others (i.e. clients, colleagues...) and keeping a greater emotional distancce, which is expressed through cynical, derogatory remarks, even callousness. A higher score here indicates that you are feeling emotionally "hardened" by (or because of) the work you're doing and less sensitive towards others.		
Score of 5 or lower	Score of 6 - 11	Score of 12 or greater
Low degree of burnout in this area	Moderate degree of burnout in this area	High degree of burnout in this area
Part C: Personal Accomplishment		
YOUR SCORE: _____		
Feelings of personal accomplishment contribute to bringing about a balance if occupational exhaustion and depersonalization occur. This feeling ensures fulfilment in the workplace and a positive view of professional achievements. A <i>higher</i> score in this area reflects a <i>higher</i> degree of personal accomplishment, which can protect against feelings of depersonalization and exhaustion.		
Score of 33 or lower	Score of 34 - 39	Score of 40 or higher
Low degree of personal accomplishment	Moderate degree of personal accomplishment	High degree of personal accomplishment

Burnout Prevention Assessment Inventory

Answer the following questions below. Note that the scoring differs for each question.

Item	Score
I have a full day off to do what I'd like <i>(5 - Weekly, 4 - Mostly, 3 - Frequently, 1 - Occasionally, 0 - Never)</i>	
I have time to myself to think, reflect, meditate, and/or pray. <i>(5 - Daily, 3 - Frequently, 1 - Occasionally, 0 - Seldom/Never)</i>	
I have good vacations, about 3 - 4 weeks in each year. <i>(5 - Every year, 3 - Some years, 1 - Occasionally, 0 - Never)</i>	
I do some aerobic exercise for at least half an hour at a time. <i>(5 - Three to five times a week, 3 - Frequently, 1 - Occasionally, 0 - Seldom/Never)</i>	
I do something for fun or enjoyment (i.e. game, movie, concert) <i>(4 - Weekly, 3 - Monthly, 1 - Occasionally, 0 - Never)</i>	
I practice any muscle relaxation or slow breathing technique. <i>(5 - Daily, 3 - Frequently, 1 - Occasionally, 0 - Seldom/Never)</i>	
I listen to the messages that my body is sending me (i.e. symptoms, illnesses, etc.) <i>(5 - Always, 3 - Mostly, 1 - Occasionally, 0 - Seldom/Never)</i>	
IF SINGLE: I have friends with whom I can share my feelings. <i>(5 - Regularly, 4 - Frequently, 3 - Occasionally, 0 - Seldom/Never)</i>	
IF MARRIED/IN A RELATIONSHIP: I share intimately with my partner. <i>(5 - Daily, 3 - Frequently, 1 - Occasionally, 0 - Seldom/Never)</i>	
I share my stressors (i.e. cares, problems, struggles, and needs) with others and/or a higher power. <i>(5 - Regularly, 3 - Frequently, 1 - Occasionally, 0 - Seldom/Never)</i>	
I would describe my ability to communicate with others as: <i>(5 - Excellent, 3 - Fair, 1 - Difficult, 0 - Poor)</i>	
I sleep well (7 - 9 hours per night) <i>(3 - Frequently, 1 - Occasionally, 0 - Seldom/Never)</i>	
I am able to say 'no' to inappropriate or excessive demands on me. <i>(3 - Always, 2 - Mostly, 1 - Occasionally, 0 - Seldom/Never)</i>	
I set realistic goals for my life in both the short- and long-term. <i>(5 - Regularly, 3 - Frequently, 1 - Occasionally, 0 - Seldom/Never)</i>	

I eat a healthy, balanced diet. (5 - Always, 3 - Mostly, 2 - Not often, 0 - Not at all)	
When I consider the entire timeline of my life, my current weight/health status is... (3 - In a solid & consistent spot for me personally, 2 - Something I'm battling with at the moment (a.k.a. not my worst but not my best), 1 - In one of the worst states it has ever been)	
I would describe the amount of physical touch I get in my life as: (5 - Plenty, 3 - Just enough, 1 - Something I'm missing out on, 0 - Something I rarely experience)	
I can deal with my anger without repressing it or dumping it on others. (5 - Always, 4 - Mostly, 2 - Occasionally, 1 - Rarely, 0 - Never)	
I have a good "belly laugh": (3 - At least daily, 2 - Frequently, 1 - Seldom, 0 - Never)	
I have a creative hobby (i.e. gardening, reading, music) that I set aside time for: (4 - Weekly, 2 - Occasionally, 1 - Rarely, 0 - Never)	
I nurture my self esteem (i.e. use self-affirmations, go to therapy). (5 - Regularly, 3 - Frequently, 1 - Occasionally, 0 - Rarely/Never)	
I practice forgiveness of others who have hurt me. (5 - Regularly, 3 - Occasionally, 1 - Rarely, 0 - Never)	
I have dealt with old "hurts" from my past. (5 - Yes, I have dealt with all old "hurts" that I'm aware of, 3 - I've dealt with most of the old "hurts" that I'm aware of, 0 - I have a lot of old "hurts" to address/unpack.	
TOTAL SCORE	____/100

INTERPRETING YOUR SCORE

After tracking how you spend your time for at least *one work week*, reflect on any themes and trends you notice. You can use the prompts below for assistance if needed:

YOUR SCORE: _____		
Score over 60	Score between 40 - 59	Score under 30
You have a wide range of preventative measures in place.	You have adequate measures in place but could benefit from adopting more.	It would be in your best interest to prioritize adopting more of the measures listed on this assessment.
<p>In the space below, write down some ways that you're going to incorporate some of these preventative strategies into your life in the upcoming weeks:</p>		



Self Esteem Journal

At the end of each day, use the following template to reflect on positive experiences that happened with others, yourself, and the world in general. Notice how this affects your mood over time.

Monday	Something I did well today...	
	Today I enjoyed...	
	I felt proud of myself when...	
	A positive message I want to give myself today...	
Tuesday	Today I accomplished...	
	I had a positive experience with...	

	Something I did for someone...	
	A positive message I want to give myself today...	
Wednesday	I felt good about myself when...	
	I was proud of someone else...	
	Today was interesting because...	
	A positive message I want to give myself today...	
Thursday	I felt proud when...	
	A positive thing I witnessed...	

	Today I accomplished...	
	A positive message I want to give myself today...	
Friday	Something I did well today...	
	I had a positive experience with (person/place/thing) ...	
	I was proud of someone when...	
	A positive message I want to give myself today...	
Saturday	Today I enjoyed...	
	Something I did for someone...	
	I felt good about myself when...	

	A positive message I want to give myself today...	
Sunday	A positive thing I witnessed...	
	Today was interesting because...	
	I felt proud when...	
	A positive message I want to give myself today...	



Handling/Preventing Work Burnout

According to the World Health Organization, work burnout may be present if someone is experiencing:

- Energy depletion or exhaustion
- Increased mental distance from their job
- Feelings of cynicism or negativity
- Reduced professional efficacy

This handout will discuss the common contributors to work burnout and provide some strategies that can support your wellbeing and quality of life.

Type of Stressor	Examples of This Type of Stressor	Suggested Strategies (check off which ones might be most helpful)
<p>Scheduling-Related Stress</p> <p><i>This refers to stress that accumulates due to how your day is structured.</i></p>	<p><input type="checkbox"/> Not leaving enough time between meetings/sessions/client calls</p> <p><input type="checkbox"/> Feeling like there is not enough time in the day to complete tasks</p> <p>Write down any other time-related stressors that you feel are relevant to you right now:</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	<p><input type="checkbox"/> Leave buffer time between tasks/meetings/client calls</p> <p><input type="checkbox"/> Schedule and take breaks</p> <p><input type="checkbox"/> Set timers to stay on track</p> <p><input type="checkbox"/> Do certain tasks during your "most productive" hours</p> <p><input type="checkbox"/> Avoid certain clients/tasks at certain times of day</p> <p>Write down any other strategies below:</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>

<p>People-Related Stress</p> <p><i>This refers to stress that accumulates due to dealing with co-workers, office politics, and/or clients/patients.</i></p>	<ul style="list-style-type: none"> <input type="checkbox"/> Engaging in office gossip/negativity <input type="checkbox"/> Venting to co-workers or people outside of work <input type="checkbox"/> Dealing with difficult patients/clients/co-workers regularly <p>Write down any other people-related stressors that are relevant to you right now:</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	<ul style="list-style-type: none"> <input type="checkbox"/> Set boundaries with negative co-workers (i.e. explicitly say something, only give one word responses, make up an excuse to exit the conversation, etc.) <input type="checkbox"/> Set limits on how much you talk about work outside of work <input type="checkbox"/> See certain clients/patients less regularly or during days where you have a lighter load <input type="checkbox"/> Refer out (to other professionals, resources, etc.) <input type="checkbox"/> Set boundaries around emails and phone calls <input type="checkbox"/> Converse less with certain co-workers <p>Write down any other strategies below:</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
<p>Time-Related Stress</p> <p><i>This refers to stress that accumulates due to feeling like you are always strapped for time.</i></p>	<ul style="list-style-type: none"> <input type="checkbox"/> Multi-tasking regularly <input type="checkbox"/> Doing work that: isn't necessary, doesn't play to your strengths, and/or doesn't meet your job description <input type="checkbox"/> Working unnecessarily long hours <input type="checkbox"/> Feeling as though I'm spreading myself too thin between multiple projects <p>Write down other time-related stressors that are relevant to you right now:</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	<ul style="list-style-type: none"> <input type="checkbox"/> Focus on one small thing at a time <input type="checkbox"/> Break down big tasks into smaller, achievable chunks <input type="checkbox"/> Focus on what's actually important; resist making yourself busy with menial, insignificant tasks <input type="checkbox"/> Give yourself realistic deadlines <input type="checkbox"/> Do, defer, delegate, drop <p>Write down other any other strategies below:</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>

Other Stressors	<input type="checkbox"/> Being interrupted regularly when working (by other co-workers and/or clients) <input type="checkbox"/> Not eating regularly or drinking enough water throughout the day. <input type="checkbox"/> Environment-related stressors (i.e. broken printer) Write down other time-related stressors that are relevant to you right now: <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	<input type="checkbox"/> Put "do not disturb" sign on your door OR even on your cubicle (I think all offices should start doing this!) <input type="checkbox"/> Set boundaries and say no ("I can get to that in a little bit, but I'm working on something else right now" OR "I'd love to keep talking but I'm feeling really swamped; can we catch up after work?") <input type="checkbox"/> Tend to environmental stressors (i.e. fix the printer!) Write down other strategies that could help below: <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
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Finally here are some preventative strategies that can be employed so work burnout doesn't have to be a common experience for you¹:

- Develop a list of self-care strategies (i.e. journalling, hiking, reading, seeing friends, playing with pets, volunteering, doing something creative, engaging in mindless activities, etc.)
- Check-in with yourself on a weekly basis to see if any of the symptoms of burnout are present (and what the severity is)
- Tweak your to-do list as needed for the upcoming week
- Determine your priorities for the week or month and make them reasonable. Write them down and review them regularly to keep yourself focused on what matters.
- Use the principles of mindfulness by scanning your body for areas of tension at least once a week. Address the areas of tension by considering the source and, if necessary, seek support through chiropractic treatment, physiotherapy, massage therapy, or psychotherapy.
- Take time to become centered and grounded through quiet reflection, prayer or meditation. Remember that we all need quiet time and/or silence.

¹ Adapted from *Workplace Strategies for Mental Health*. "Burnout Response." <https://www.workplacestrategiesformentalhealth.com/managing-workplace-issues/burnout-response>

Detect early signs of deteriorating health and take action:

- List what burnout looks like on you specifically (anger, frustration, exhaustion, etc.) so you can identify it early and take steps to prevent a downward spiral.
- If you are feeling overwhelmed, ask for help, delegate tasks, or reset priorities.
- Connect with people who care about you.
- Enlist support of people you trust.
- Learn to verbalize your feelings to prevent future episodes of burnout.
- Minimize or eliminate exposure to negative and toxic people in your life.
- Speak to a trained professional.



Problem Solving to Change Emotions

Prompting Event: Write down a prompting event that triggered a painful emotion.

Select the **emotion** that became alive in you as a result of this:

- Shame
- Guilt
- Fear
- Disgust
- Anger
- Sadness
- Happiness
- Surprise

Intensity (1 - 100):

- Before this exercise _____
- After this exercise _____

1. **What is the problem?** Describe the problem as succinctly as you can. What makes the situation a problem for you?

2. Restate the problem eliminating emotions and just focusing on the facts. What would a neutral party see if they were observing the situation? If I were a fly on the wall, what would I see? Eliminate all terms that suggest judgment, criticism, or blame. (This step is hard!)

3. Right or wrong, what might the other person's perspective be?

4. Complete the sentence structure below to help take accountability of your own feelings and narrow in on the problem even more:

When I saw *[observable action]* _____

I felt *[emotion]* _____

This made me realize that in this moment, I have a need for *[need]* _____

5. What is a realistic short-term goal to solve one part of this problem right now? What has to happen for you to think you have made progress?

6. List as many solutions as you can think of, even if they seem silly. Don't evaluate them yet!

6. Which two ideas look best?

1. _____ 2. _____

7. Write the pros and cons of each option below:

OPTION 1

PROS:

CONS:

OPTION 2

PROS:

CONS:

8. Choose the solution to try, list the steps needed, and check the steps you do and how well they work.

Step	Done ✓	What happened?
1		
2		
3		
4		
5		
6		
7		

9. Did you reach your goal? If so, describe. If not, what can you do next?

10. Is there a new problem to be solved? If yes, describe and problem solve again.