

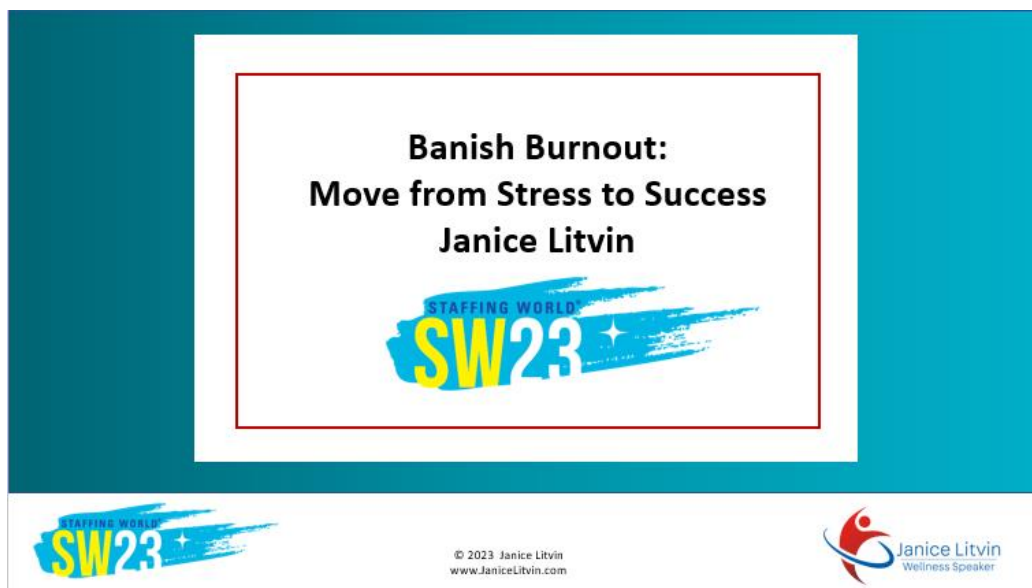
**BONUS MATERIALS  
FOR STAFFING WORLD**

— THE WORKBOOK FOR —  
“**BANISH BURNOUT**: MOVE FROM STRESS TO SUCCESS”



**BANISH  
BURNOUT  
TOOLKIT**

**JANICE LITVIN**



Thank you for attending “**Banish Burnout: Move from Stress to Success.**” I hope you found immense value from our time together today.

In the following pages are some reinforcing ideas and reminders of steps you can take to Banish Burnout. I’ve also included some bonus material.

My workbook, ***Banish Burnout Toolkit*** will also be very helpful. You can find my book in the Staffing World book store, or you can download a free chapter at: <https://www.JaniceLitvin.com/book>. It is full of tools you can use to prevent burnout.

**S-T-O-P**



When stressed or in a hurry, it’s easy to slip into in negative thinking.

As discussed in the workshop S-T-O-P is a tool to help you interrupt negative thoughts in the moment. This is the first step towards behavior change.

Write out a situation in which you would like to stop yourself from reacting automatically, such as when you feel criticized or challenged, like “your solution would never work for us.”  
What about the situation when you lose patience out in the world, such as in a long line? Perhaps a friend says something negative at a party, like “why haven’t you called me?”

The next time you catch yourself having negative thoughts which are going to result in negative behavior, try the following:

- Stop
- Take a breath
- Observe
- Proceed

Ask yourself, “does this situation warrant this level of anger or anxiety?” And picture yourself converting those negative thoughts to something positive, with a little self-chat.

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**How are you going to remind yourself to STOP the next time something challenging happens?**

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Instead of expressing your vehemence at the person on the phone or in a store, try something like this, “How’s your day going?” Show empathy for the other person.

When you are not getting what you want or need, like the solution to an IT or banking problem, the other person on the phone is not usually to blame. They are doing the best they can to solve your problem, even though it doesn’t always seem that way.

Putting yourself in their shoes not only makes them feel better and more receptive to helping you, but it also helps you, not experience a high degree of stress.

And that is the goal here... protecting you from overreacting and getting very upset about life’s mundane issues.

## STRESS AUDIT

### STRESS AUDIT



*Stressor –  
what happened?*

*Reactions*

- Physical reactions
- Emotional reactions
- Verbal reaction
- Exacerbating behavior
- Addictive Behaviors

The second part of beginning to change your behavior is to know yourself.

The next time someone is rude to you, either at home or work, it's best not to react in the moment because you will probably say something you'll regret. Instead, S-T-O-P and then notice how you're feeling physically. You may have knots in your stomach, clenched jaw, elevated heart rate or one of the other physical reactions. Pay attention to that. And then write down how you feel emotionally, especially if you are extremely upset.

As soon as possible after the rude interchange, write down how you felt using the reactions from the Stress Audit.

Physical reactions

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Emotional reactions

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Verbal reactions

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If you did not say anything, write out what you would have liked to say to the person.

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Exacerbating behavior (How upset did you get & how long did you stay there?)

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Any possible addictive behavior (Did you go home and overeat, overdrink, or snap at your family?)

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## KNOW YOUR STRESS – SPIN YOUR STRESS

The two main types of extreme stress reactions are overreaction and overgeneralization.

### Overreactions

When we get upset, we tend to lose control. We do not stay grounded in rational thinking. It is normal human reaction to react to a stressor, but how upset must we get and for how long?

Here are some examples of overreactions. Do any of these sound familiar?

It stresses me out when...

*I have to worry about pleasing everybody – candidates and clients.*

*I have to wear many hats.*

*Candidates ghost us.*

*It's so difficult to find the highly qualified candidates.*

*We have to be so focused on the numbers.*

### Overgeneralizations

Here are some examples of overgeneralizations.

*My client always complains.*

*I always make mistakes when...*

*My manager / partner always criticizes me.*

*My clients are always so demanding.*

### Reality Spin

The problem is that when we let overreactions or overgeneralizations keep us from doing our best work. The best way to overcome our extreme reactions is to pay attention when they pop up and reality spin them so we can maintain control.

Here are some examples.

#### Overreaction:

*I wasn't able to complete the project report today. That's it! I know I'm going to lose my job!*

#### Reality Spin:

*Perhaps I can get an extension on the deadline. I can talk to my manager about the report and/or get additional help to complete it. Maybe I need to talk to her about restructuring my duties and/or deadlines. Since I've gotten good reviews, I don't really expect I'll get fired over this one issue.*

**Overgeneralization:**

*My boss texted me early this morning & asked to see me first thing. I begin to panic. 'Oh no, what have I done wrong now?'*

**Reality Spin:**

*'My boss is normally very kind and supportive. Maybe she is going to ask me to work on a special project that she mentioned last week.'*

**EXERCISE**

**Extreme Reaction**

What stresses you out?

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**Reality Spin**

Now write out the reality spin so that you can change the narrative in your own head.

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## SELF-CARE: FIND YOUR HAPPY

On a typical day, most people are plunging through their action list trying to accomplish as much as they can amidst all the various Zoom meetings they're required to attend. They're wondering if anyone will care if they turn off their Zoom camera and keep on working.

During one of those hectic days, do you ever stop to think, "I want to feel good," or "I am going to stop and smell the roses." In other words, "I am going to stop for a moment and feel happy or very satisfied."

I submit that happiness can be found in quick and easy ways throughout the day and evening.

Here are some find your happy tips:

- **Celebrate Wins and Accomplishments** – even the small ones. The brain loves a completion. Focus on it, rather than jumping on to the next action item on your list. Remind yourself throughout the day when you have finished a large, complicated project.
- **Call a friend.** Spending time with a good friend whom you trust produces a huge surge of oxytocin. Oxytocin comes from a feeling of **trust** when you can **lean on a trusted advisor** or friend. It also comes from connection, belonging, and **social alliances**.
- **Schedule in some FUN.** Doing something completely for fun, like going to the symphony or a concert or good movie you've been looking forward to can be very relaxing. Hearing music that is either completely new and satisfying to you or that is one of your old favorites releases dopamine.

Another way to feel happy is to plan a trip and post your airline tickets or a picture of the location on your bulletin board.

- Many **fun physical activities** are very satisfying just for the happiness, not necessarily for the physical release. Skiing is one of those activities as are kayaking, swimming, hiking, horseback riding and more.

There are more ideas at my recent blog post, which can be found here: "**Seven Ways to Find Your Happy**" at: <https://janicelitvin.com/happiness-at-work/>

Write down which *Find Your Happy* ideas could work for you.

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## SET HEALTHY BOUNDARIES

### Managing Up / Pushing Back

Is there anything at all that is annoying you about your work or your home life currently?

For example, one young female client came to me and said, “I have not had a performance review in over a year, and I feel it’s time for a raise.”

Another female analyst came to me and said, “How can I set healthy boundaries when my manager does not know how to set boundaries with his Director?”

“My boss expects me to respond to calls and emails all weekend every weekend. How can I push back?”

“I have gone back to school and my adult son and his family have moved in with me. I have very little time for myself. How can I tell them I need time for myself?”

Most of the time, the answers to these questions start with something like, first, communicate with yourself using the **Stress Audit** or **Morning Pages** (a three-page writing process documented in *The Artist’s Way* by Julia Cameron. Then communicate with the other person, boss, family member or friend.

Start by writing out the situation that is bothering you. Be clear about what your part might be in the situation.

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Why is this situation so loaded for you? What are the underlying feelings or fears that might be causing you stress?

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Communicating calmly and rationally is the key. Speak quietly with *I* sentences, or *It bothers me when* statements. Write out what you wish to say.

It bothers me when ...

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Or, I feel

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Ask for what you need.

Examples from the above situations:

I believe it is time for my performance review and possible salary bump. When can we get that on the calendar within the next month?

I need the sink to be clean when I return home. And being surprised with dinner on the table occasionally would be even better.

I work hard all week long, sometimes more than 40 hours. Being on-call on the weekends adds undue pressure and stress and interrupts my down time. In order to be as productive and creative as possible during the work week, I need my weekend breaks.

Finally write out the outcome you would like to see as a result of the conversation, such as the weekend breaks in the example above.

*I need / I would like*

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If your situation involves a problem at work where you need or want another person to do things differently, write out how you would craft a win:win. For example, "I would be able to meet deadlines if I had enough advanced warning of a project and its deadlines."

Or, “If you would like me to understand the priorities of our team, then I need to be included in the planning and strategy meetings.”

When you are feeling overloaded and your boss comes to you with an exciting new project, start with, “Which of my other projects should go on the back burner?”

These are the ways to begin to set healthy boundaries.

More information can be found at [www.JaniceLitvin.com/book](http://www.JaniceLitvin.com/book) or the following article:

“**Set Healthy Boundaries**” at:

<https://www.isemag.com/legacy/2021/08/telecom-untangling-patterns-and-re-scripting-banish-burnout-2/>

## ENGAGE AN ACCOUNTABILITY BUDDY

CEO's have mastermind advisory groups. Managers have other managers from which to seek advice. Do you take advantage of having an accountability buddy or mentor?

If you are part of a team, you hopefully have people around you, at least virtually, with which to talk to about work projects. You might find support in a teammate, a friend, or a mentor.

Accountability buddies or partners are a great resource for your career or any problem you have or any goal you wish to reach, be it exercising more or advancing in your career.

First identify your goal or the help you need:

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Identify three people whom you would like to work with.

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Decide how much time you need: one coaching session, four coaching sessions, etc.

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Now you need to put out the ask. Here is one example.

*Dear \_\_\_\_\_*

*I am working on \_\_\_\_\_ (be specific) and have identified you as someone who I think could be helpful or / would like to work with.*

*I estimate that I would need \_\_\_\_\_ hour(s) of coaching over \_\_\_\_\_ amount of time.*

*I look forward to your favorable reply and a time to meet to discuss working together.*

*Sincerely,*

*Name*

*Email*

*Cell number*

If they say *no*, do not be discouraged. They may be very busy with their own problems or stressed about a work or personal situation. They may not respond for a week or two. They may be trying to figure out a good time to meet with you. They may simply be on vacation or taking other personal time off.

Now you try it. Write out your email script including what you need help with and for what length of time.

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There is more information about recruiting an Accountability Buddy in my recent blog post found here:  
***<https://janicelitvin.com/recruit-an-accountability-partner-to-banish-burnout/>***

## NEXT STEPS

I hope you found immense value from my “**Banish Burnout: Move from Stress to Success**” workshop.

Remember,

**YOUR BOSS DOES NOT WANT TO BURN YOU OUT!  
AND YOU DO NOT WANT TO BURN YOUR TEAMS OUT!**

and

**YOU CANNOT TAKE CARE OF YOUR CLIENTS, YOUR TEAM, OR YOUR FAMILY,  
IF YOU DO NOT TAKE CARE OF YOURSELF!**

## MORE BONUS MATERIALS

Go to <https://www.JaniceLitvin.com/Resources> for additional give-aways.

These include two documents especially for you agency owners / leaders:

*Top Tips to Banish Organizational Burnout*

And

*Banish Organizational Burnout for You and Your Teams*

Please connect with me on LinkedIn and let me know how you are doing with banishing your burnout from time to time.



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**Banish Burnout Toolkit**  
<https://www.JaniceLitvin.com/Book>



## ABOUT JANICE

Janice Litvin works with organizations that want to ensure their employees show up every day healthy, happy, and ready to work. As an award-winning speaker and SHRM recertification provider, she is on a mission to help leaders and teams banish burnout in their organizations. In this way, she is helping people change their lives. She has developed unique strategies to maximize engagement in workplace wellness and has also developed a stress management methodology available through her *Banish Burnout Toolkit*.

What makes Janice unique is that in addition to twenty years as a technology recruiter, ten years in IT, she has overcome all the challenges she teaches about in her presentations and workshops. She went from being overweight and sedentary with a critical, negative attitude to a fitter, happier person who now teaches Zumba Fitness and coaches stress management groups. She is certified by the Aerobics and Fitness Association of America.

Janice served on the Workplace Wellness Committee of the American Heart Association and spoke on their behalf to San Francisco Bay Area organizations. She is past president of National Speakers Association of Northern California, SHRM Northern California (Society for Human Resource Management), ProVisors, and MPI.

In addition to American Staffing Association, Janice has worked with a range of other clients to present wellness workshops and programs, including Banner Staffing / The Plus Group, Ohlone College STEM Women, Rutgers University, Credit Management Association, COO Forum, Bar Association of Contra Costa County, ASQ (American Society of Quality, Thermo Fisher Scientific, Guaranteed Rate Companies, Volunteers of America, San Mateo Unified High School District, Minnesota State SHRM Council, SHRM of Northern California, DC SHRM, HR Houston, HR Southwest, Florida SHRM, and other SHRM chapters and conferences, MPI (Meeting Planners International), WELCOA, First Republic Bank, MEA (Midwest Energy Association), and CAL SAE (California Society of Association Executives).

Visit [www.JaniceLitvin.com](http://www.JaniceLitvin.com) or [Janice@JaniceLitvin.com](mailto:Janice@JaniceLitvin.com) or 415.518.2202 to learn more.