

QWL Week:

Do you know about burnout syndrome?

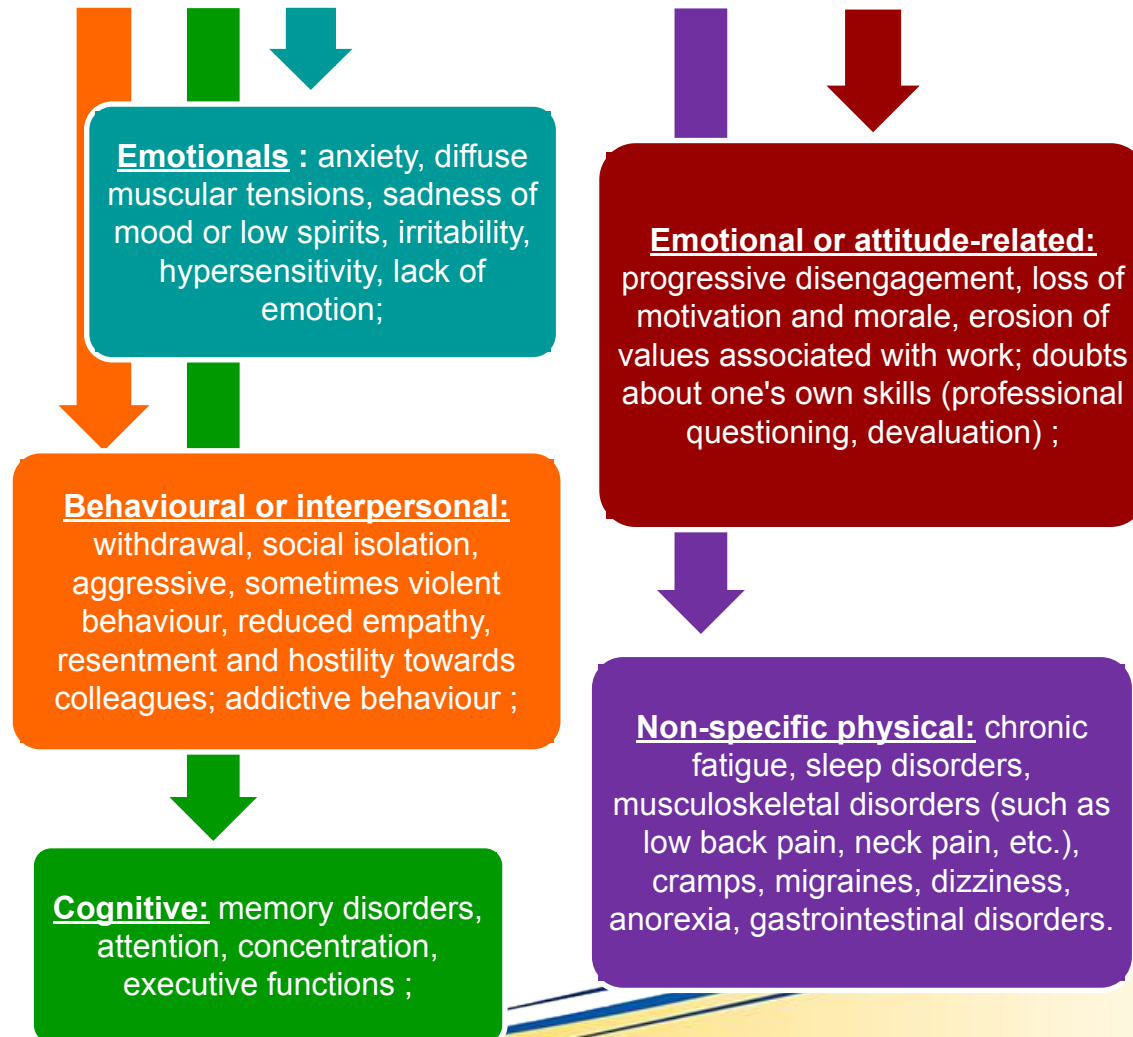
Definition :

Professional exhaustion syndrome (**PES**), also known as **burn-out**, is a physical, emotional and mental exhaustion resulting from a prolonged investment in demanding work situations for the individual.

Risks factors:

- work-related demands (work overload, pace of work, deadline constraints, work in a hurry, imbalance between objectives and means given, etc.)
- emotional demands
- lack of autonomy and room for manoeuvre
- poor social and working relationships
- value conflicts and obstructed work
- insecurity of the work situation: organisational changes, uncertainty about the future of the job...
- the importance given to work (meaning and values of work)
- commitment taken to the extreme
- high professional awareness and real difficulties in delegating.

This syndrome can be expressed by more or less important manifestations, of progressive and often insidious installation, in rupture with the previous state, in particular (non exhaustive list) :

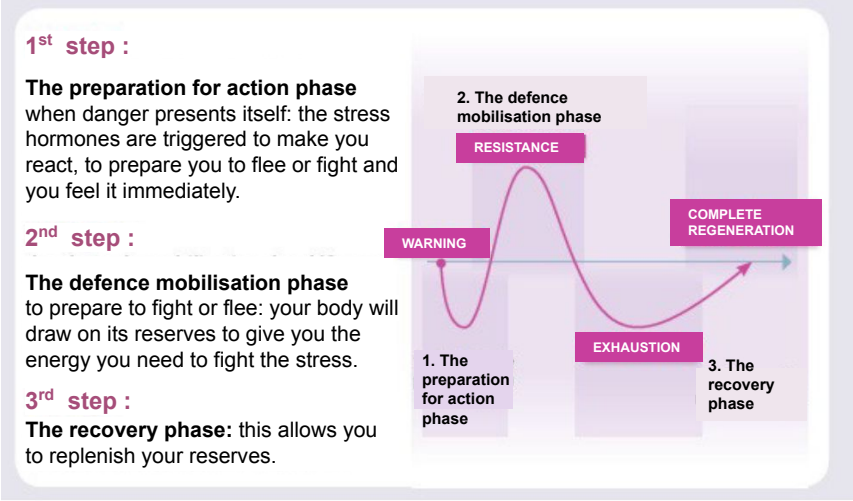


Where do you stand?



Airbus Aircrafts

Stress mechanism



Step 1

Pleasure at work

Dynamic and even enthusiastic, the employee or agent shows real satisfaction in his or her professional activity. Eager to excel, they accept the complexities of their work and are highly motivated and perseverant. This motivation stimulates the frontal lobe and allows the secretion of oxytocin (pleasure hormone).



Step 2

Overwork

The pleasure gradually disappears as the workload increases, giving way to chronic stress. Subjected to a heavy, even excessive workload, the employee or agent gradually allows his or her professional environment to invade his or her private life. Working hours regularly exceed 10 to 12 hours per day, so that overcommitment is no longer occasional but chronic.



Step 3

Overkill

The employee can no longer disconnect from work. Obsessed with meeting targets, they put so much pressure on themselves that the quality of their work drops significantly. At this stage, the employee or "work addict" is in such a compulsive state that he or she will find it difficult to accept a reduction in workload.



Step 4

Disappointment

The employee or agent realises that, despite his or her constant efforts, his or her career is not developing as he or she would like, or that his or her efforts are not recognised. They are tired and disappointed. At this stage the first clinical signs appear: impatience, irritability, cynicism, isolation, somatic disorders.

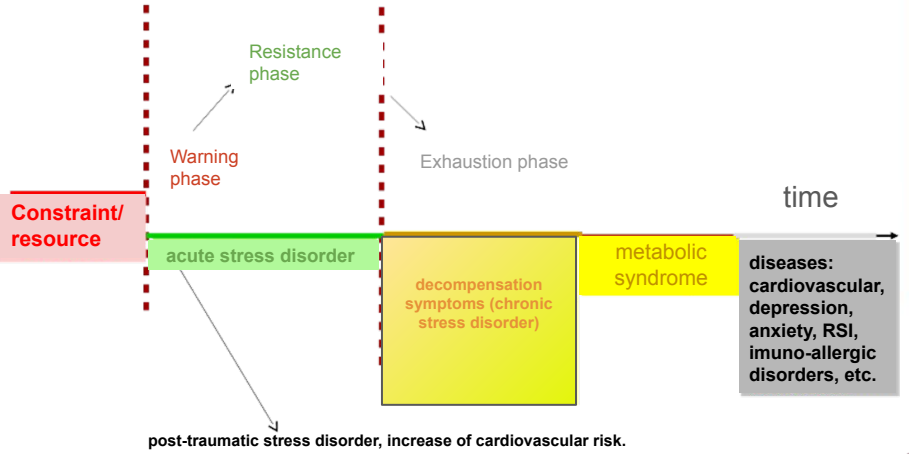


Step 5

Collapse

This is the final, inexorable stage. The hyper-invested employee or agent often gives up following an act of criticism or denigration that he or she considers unfair, or even humiliating, and literally breaks down; the work becomes painful and no longer has any meaning. It is important to look for the existence of this event because it could be the starting point for the declaration of an accident at work.

The impact of chronic stress



**Would you like to know more?
 Don't hesitate to come and see us.**

Oppose sometimes

Build often

Suggest Always