



Welcome to

# Avoiding Burnout During Service

To join the audio portion by phone, please dial: **800.369.3164**

Passcode: **9001560**

*This session will begin shortly.*

*The webinar will begin soon. While you wait, please share in the chat box: "How far along are you in your year of service?"*

Corporation for  
**NATIONAL &  
COMMUNITY  
SERVICE** 



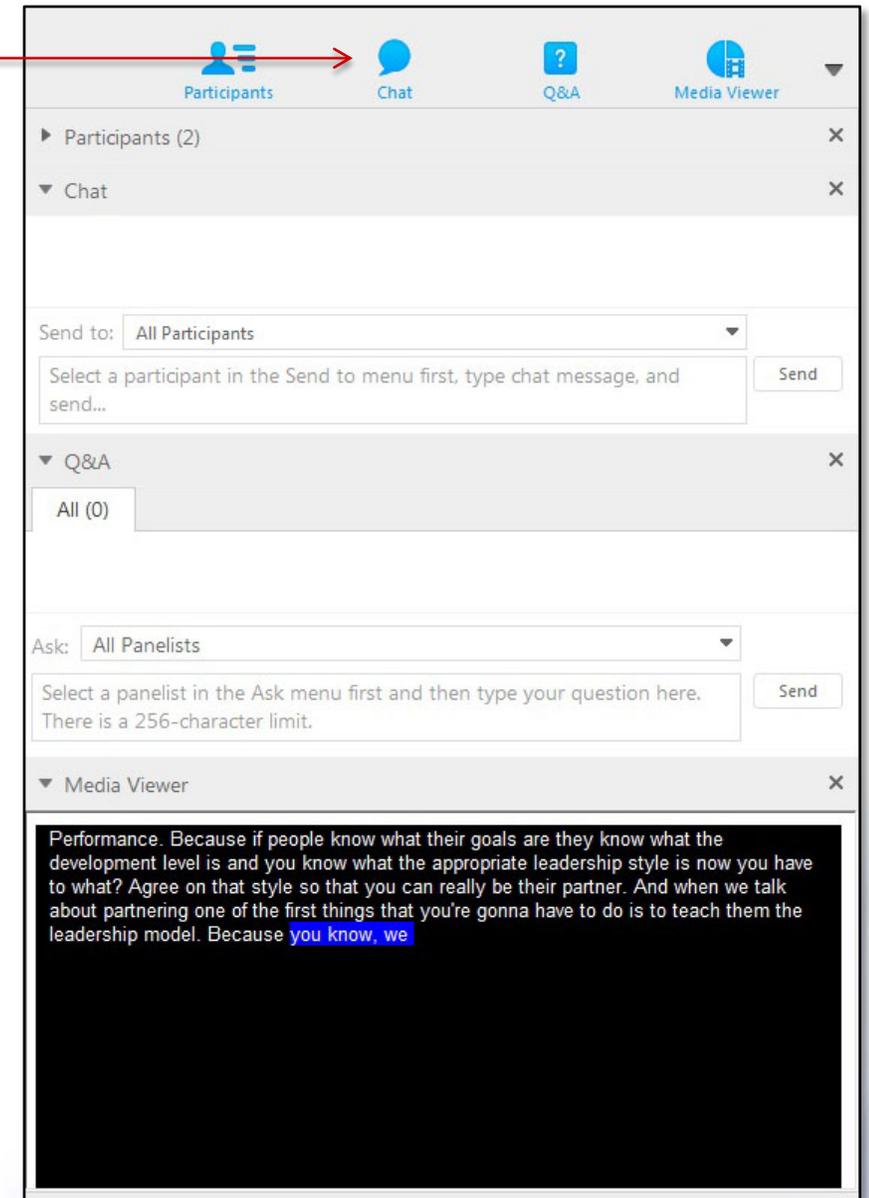
Dial: **800.369.3164**

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# Tips for Participating

- Phones are muted.
- To share comments and ideas, use the Chat panel. Send to “All Participants”.
- To ask questions, use the Q&A panel. Send to “All Panelists”.
- Links and recording will be available after the session.
- Closed Captions can be viewed in the Media Viewer panel.

*Click this button if you don't see the chat panel.*



The screenshot shows a meeting interface with a top navigation bar containing icons for Participants, Chat, Q&A, and Media Viewer. Below the navigation bar are several panels: a Participants panel (2), a Chat panel, a Q&A panel (All (0)), and a Media Viewer panel. The Chat panel is currently active, showing a 'Send to' dropdown menu set to 'All Participants' and a text input field with a 'Send' button. The Q&A panel is also visible, showing an 'Ask' dropdown menu set to 'All Panelists' and a text input field with a 'Send' button. The Media Viewer panel is at the bottom, displaying a video feed with closed captions. A red arrow points from the text above to the Chat icon in the navigation bar.



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# Today's Presenters



**Molly Pelzer**

Management Analyst  
AmeriCorps VISTA



**Elaine Williams**

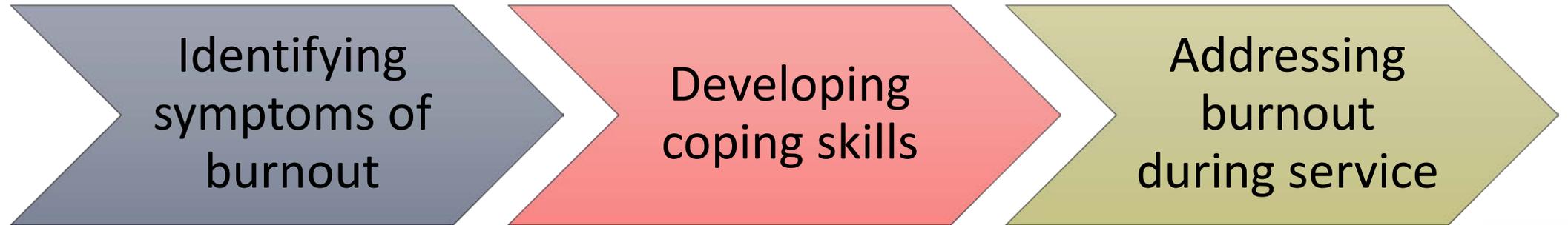
VISTA Trainer



**Jasmyne Gilbert**

VISTA Leader

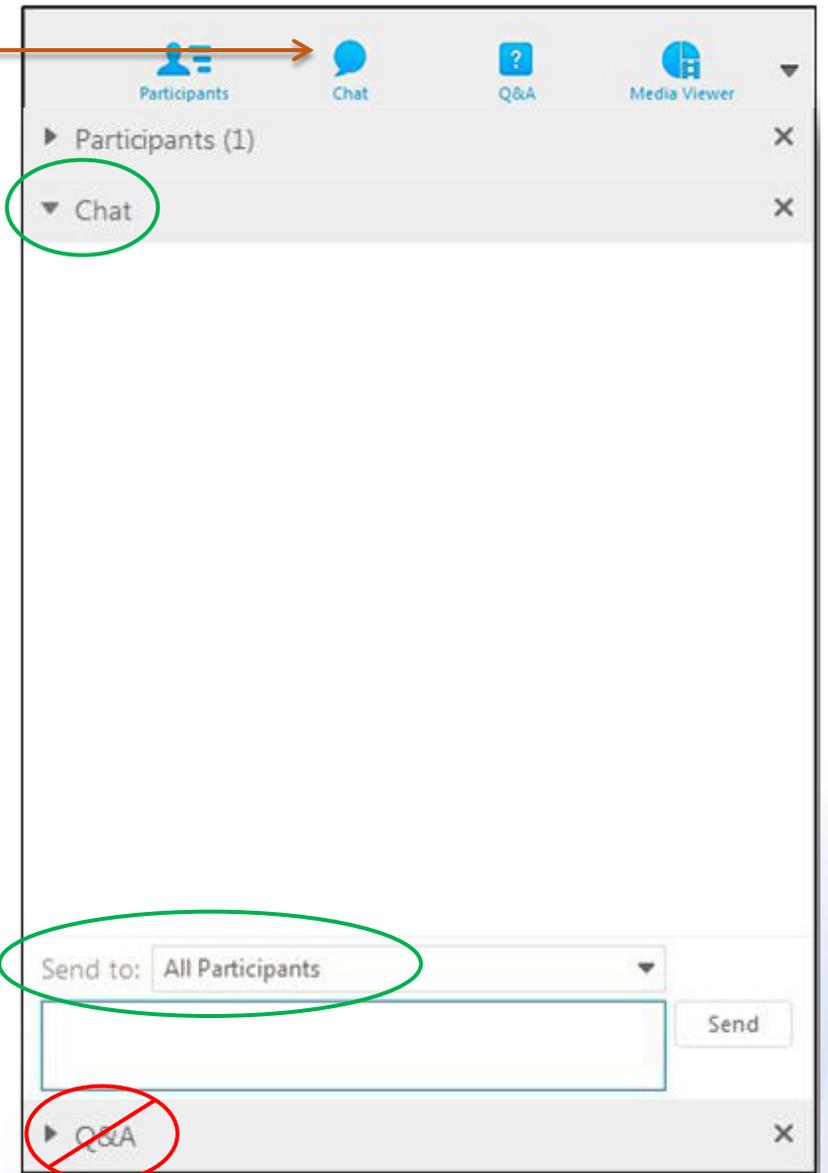
# Today's Agenda



# Chat Question

- How would you describe burnout?

Click this button  
if you don't see  
the chat panel.



# Definition of Burnout



“**Chronic** events in which environmental demands, internal demands or both **exceed** the adaptive resources of an individual”.

*Richard Lazarus, Psychologist*

# Symptoms of Burnout

- Physical, emotional and mental exhaustion.
- Believing your work doesn't have meaning.
- Having low energy, and little interest at work.
- Persistent negative, critical or cynical attitude.
- Pervasive internal discontent with ourselves and with others.



# How does burnout differ from stress?

## Stress

- Short term
- Situational
- Individual engaged
- Tired but inspired

## Burnout

- Long term
- Chronic/ongoing
- Going through the motions
- Exhausted/Disillusioned

# Causes of Burnout

- Frail personal boundaries
- Financial struggles
- Chronic personal struggles
- Change: new beginnings, losses and challenges



# Self-Reflection



- Are you at risk for burnout in your VISTA role?
- What are some of the real or potential causes?
- What are your ongoing common stressors?
- Do your coping strategies work for you?

# Burnout Survey: Mind Tools



## Checking Yourself for Burnout

### Instructions

For each question, click the radio button in the column that most applies. Then click the 'Calculate My Total' button to add up your score and check your result using the scoring table underneath.

15 Statements to Answer	Not at All	Rarely	Sometimes	Often	Very Often
1 I feel run down and drained of physical or emotional energy.	<input type="radio"/>				
2 I have negative thoughts about my job.	<input type="radio"/>				

# How well do you manage and cope with your stressors?



# Self Awareness Stress Survey



- Rate how accurate the following statements are for you on a scale of 1 (not accurate) to 10 (very accurate):

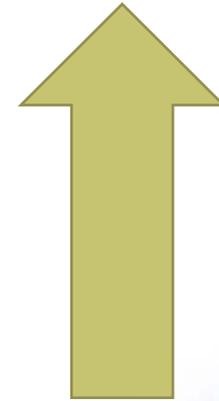
4 I have trouble setting personal boundaries

7 Multi-tasking is a challenge for me

# Prevention

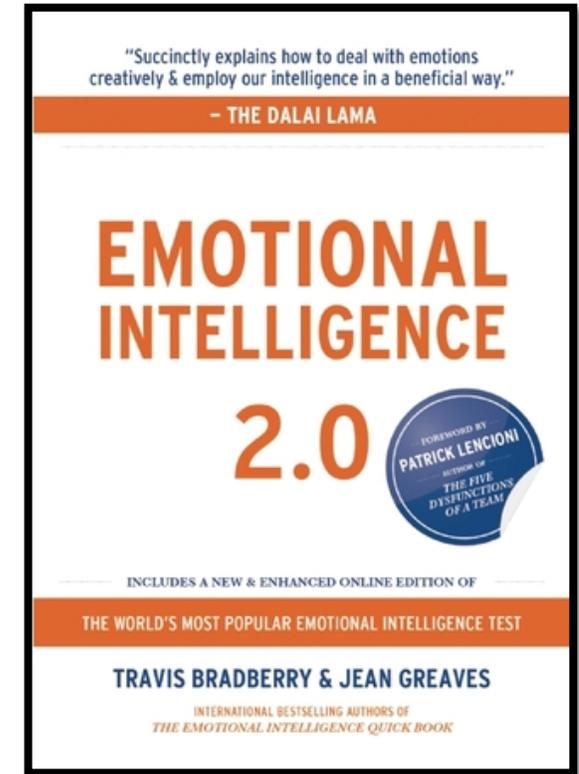


- Focus on Long Term Coping Strategies!
  - Self Awareness
  - Self Care



# Increase Your Self-Awareness

- Increase your “Emotional Intelligence”
- Reframe the situation
- Work with purpose
- Time management



# Develop Self Care Habits



- Set good boundaries
- Embrace your total self: strengths and vulnerabilities
- Exercise and play regularly!
- Know what relaxes you

# VISTA Leader Perspective

- Find your “thing”
- Know your “tribe”
- Do what you have to do to finish!



Jasmyne Gilbert  
VISTA Leader  
Literacy Coalition of  
Central Texas

# Recommendations to manage some of the chief stressors for VISTAs



# Poll



- What has been the biggest stressor so far during your VISTA service?

# Unclear Project Goals or VAD

**VAD Sample**

TITLE	Mentor Recruitment and Management Systems Designer
SPONSORING ORGANIZATION	Wakita Community Services (WCS)
PROJECT NAME	MentorCorps
PROJECT NUMBER	12ABCD345
PROJECT PERIOD	06/20/20XX - 06/19/20YY
SITE NAME	If applicable
FOCUS AREAS(S)	Education (Primary)
NOTE	If your VAD is not accepted, the State Office will note the reason(s) why here.

**VISTA Assignment Objectives & Member Activities**

**PROJECT GOAL** To help ensure that children of incarcerated parents receive the educational, social, and emotional support they need to help them break the cycle of poverty, the MentorCorps VISTA project will build the capacity of WCS by developing a sustainable volunteer recruitment and management system for its mentoring program.

**OBJECTIVE** Assess the current state of WCS efforts in reaching, selecting, and supporting volunteer mentors, and create or revise policies, procedures, and documents to improve the effectiveness and sustainability of the mentor recruitment and matching system.

**MEMBER ACTIVITIES**

1. Research the history of volunteer programs at WCS.
  - a. Identify strengths and challenges of the current program. Based on this report, make a plan for improvement.
  2. Develop systems for screening and matching mentors.
2. Develop systems for outreach and recruitment.

**OBJECTIVE** Set up outreach systems and build partnerships with community organizations in order to spread the word about the mentor program. Develop targeted marketing materials.

**MEMBER ACTIVITIES**

1. Plan for outreach and recruitment.
  - a. Identify skills, abilities, and experiences sought in volunteer mentors.
  - b. Write volunteer task descriptions that include: qualifications, activities, benefits, time commitment, and other expectations.
  - c. Develop partnerships with community organizations whose members are possible mentors or who can support the organization in other ways.
  - d. Develop partnerships with people or organizations that understand the needs of children of prisoners and can assist with the training and support of mentors.
2. Market the program to targeted audiences.

- Review the original project application
- Revisit the Road Map notes on “*what to ask your supervisor.*”
- Use your VAD as the focal point of all your supervisory meetings.
- Identify all your non-VAD work

***What other recommendations do you have for this challenge?***

# Lack of Supervisor Support

- Request fixed meeting times
  - Be clear about what you need
- Find other ways to connect
  - Skype or FaceTime
  - Offsite meetings
- Build additional support
  - Connect with other VISTAs or a VISTA leader



*What other recommendations do you have for this challenge?*

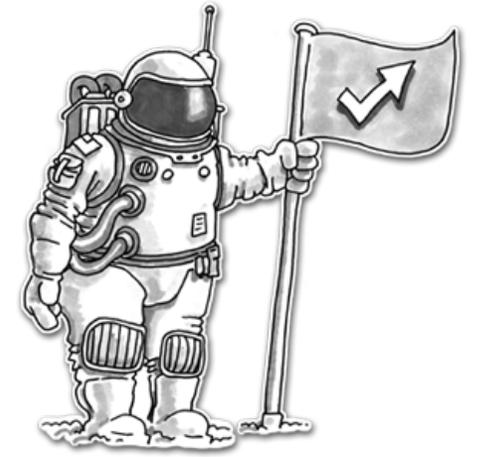
# Managing your budget

- Create a realistic budget and stick to it.
- Inform your supervisor of any special financial challenges you may be facing.
- Team up with other VISTAs to share costs.
- Consider Part-time employment



*What other recommendations do you have for this challenge?*

# Next Steps



✓ Identify your risk for burnout:

- [https://www.mindtools.com/pages/article/newTCS\\_08.htm](https://www.mindtools.com/pages/article/newTCS_08.htm)

✓ Identify your chronic stressors:

- <http://www.vistacampus.gov/sites/default/files/Selfawarenessstatements.pdf>

✓ Increase your long term coping skills

# Resources

## Increase Self-Awareness

- Relationships:
  - Emotional Intelligence: 2.0  
<http://www.goodreads.com/book/show/6486483-emotional-intelligence-2->
- Work:
  - Time Management webinar & tools list  
<http://www.vistacampus.gov/resources/time-management>
- Money:
  - Managing Your Living Allowance  
<http://www.vistacampus.gov/managing-your-living-allowance>

## Increase Self- Care

- VISTA Leader Stress Guide:  
[http://www.vistacampus.gov/sites/default/files/legacy/87/Action\\_Learning/Team\\_Products/VISTA\\_Leader\\_Stress\\_Guide.pdf](http://www.vistacampus.gov/sites/default/files/legacy/87/Action_Learning/Team_Products/VISTA_Leader_Stress_Guide.pdf)
- The Relaxation and Stress Reduction Workbook by Martha Davis

# Evaluation

- Please take a few moments to share your feedback through the quick poll on the right side of the screen.
- How can we improve these sessions? What topics should we include in future webinars?
- Thank you very much for your time and participation!

# Questions ?

- To ask a question verbally, call in using the number on this slide and press \*1
- To ask a question electronically, use the Q&A feature located in the bottom right corner of the screen. Please ask “All Panelists”

The screenshot shows a user interface with a sidebar on the left containing three items: 'Participants (2)', 'Chat', and 'Q&A'. The 'Q&A' item is circled in red. Below the sidebar, there is a section titled 'All (0)'. At the bottom of the interface, there is a form with a dropdown menu labeled 'Ask:' containing the text 'All Panelists', which is also circled in red. To the right of the dropdown is a 'Send' button. Below the dropdown is a large empty text input field.

# Thank You for Your Participation!

If you have further questions or for more information, contact us: [VISTAwebinars@cns.gov](mailto:VISTAwebinars@cns.gov)

**Our next webinar:**  
**Building a Professional Network for Service and Career**

November 18, 2015  
2:00pm Eastern

*Visit the Webinars for VISTAs page on the VISTA Campus for a complete schedule of VISTA webinars*