

C. Clues to Burnout:

Signs & Symptoms of Job Stress



· Behavioral:

- Frequent clockwatching
- Postponing client contacts; resisting phone and office visits
- Stereotyping clients
- Treadmilling: Working harder and getting less done
- Increasing reliance on rules and regulations: "Going by the book"
- Avoiding discussion of work with colleagues
- More use/approval of behavioral control measures (e.g., tranquilizers)
- Excessive use of drugs and alcohol
- Marital and family conflict
- High absenteeism
- Irritability with clients and colleagues
- Avoiding work responsibility (e.g., paperwork, meetings)

· Psychological

- High resistance to going to work every day
- Sense of failure
- Feelings of anger and resentment
- Feeling discouraged and indifferent
- Negativism
- Loss of positive feelings toward clients
- Self-preoccupation
- Feeling powerless and hopeless
- Rigidity in thinking and resistance to change
- Suspiciousness and paranoia
- Anxiety
- Excessive number of "Bad Days"
- Depression
- Feelings of Guilt and Blame

· Physical

- Feeling tired during workday
- Fatigue
- Exhaustion
- Sleep disorders
- Frequent colds and flu
- Frequent headaches
- Frequent gastro-intestinal disturbances
- Frequent vague aches and pains