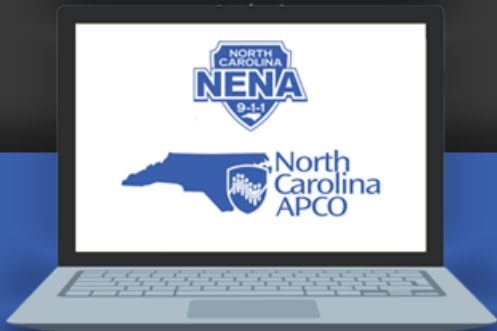


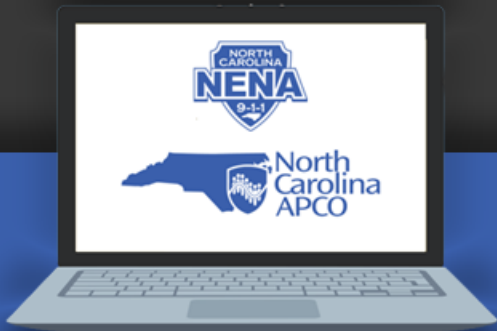
# *The Jaded Dispatcher*

YOU, BURNOUT, AND BURNOUT MITIGATION STRATEGIES



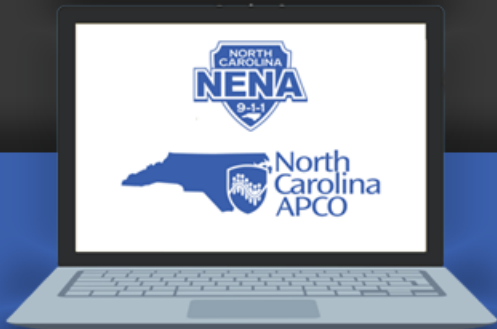
# I am a

- A. Frontline Telecommunicator
- B. Line/Shift Supervisor
- C. Administration



# I've been serving for:

- A. 0-2 Years
- B. 2-6 Years
- C. 7-10 Years
- D. 10-15 Years
- E. 20+ Years



# Objectives



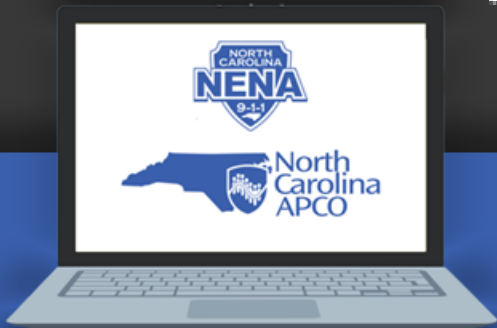
Define burnout.



Identify the warning signs of burnout.



Identify strategies on mitigating burnout.



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# What is a Jaded Dispatcher?

- ▶ Defined:

- ▶ Fatigued by overwork. Made dull, apathetic, or cynical by experience or seeing too much of something...



- A few traits of a jaded dispatcher
  - Rude, blah, cynical, hateful, pessimistic, always complaining, tired, maintains the “Mask”, annoyed... the list can go on and on and on....



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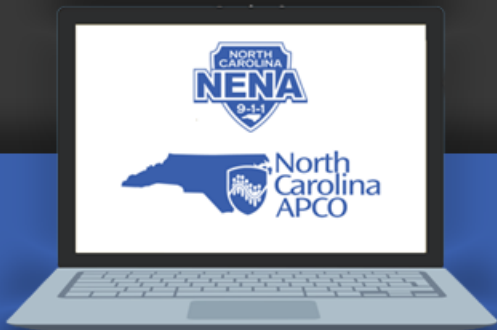


“

When you work in TV long enough, you tend to get a little jaded with different things you have to deal with.

”

- Willie Geist



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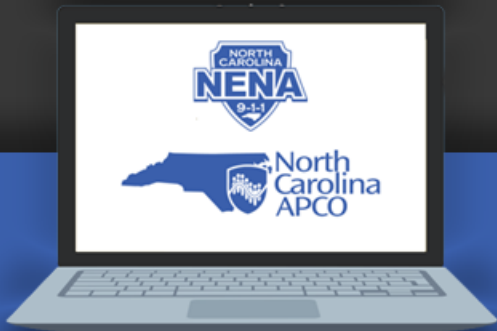


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“

When you work in **emergency communications** long enough, you tend to get a little jaded with different things you have to deal with.

”



# Contributions to becoming Jaded



Office environment



No respect/attitude from others



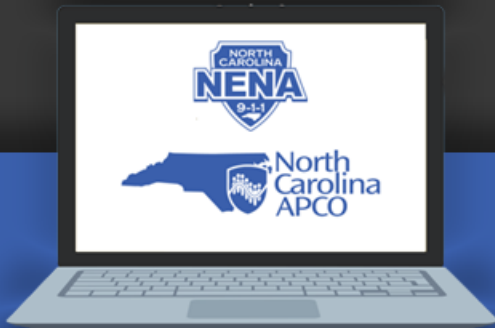
Political red tape



Repeat Offenders with no Change



Private life... or the lack of one



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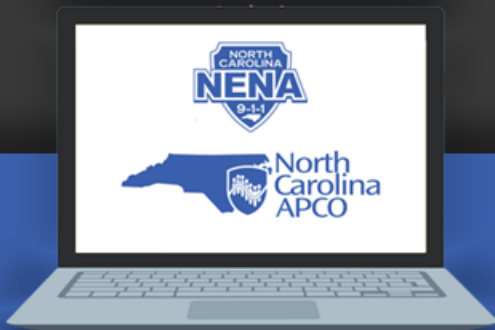


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# Burnout

“A disease of disengagement”



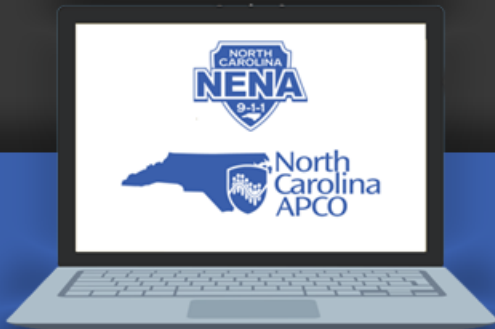
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“The condition of someone who has become very physically and emotionally tired after doing a difficult job for a long time.”

Merriam-Webster

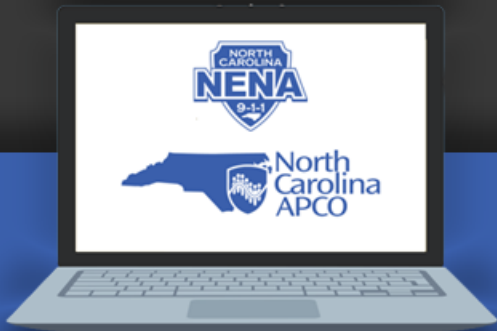


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“Exhaustion of physical or emotional strength or motivation usually as a result of prolonged stress or frustration.” Merriam-Webster



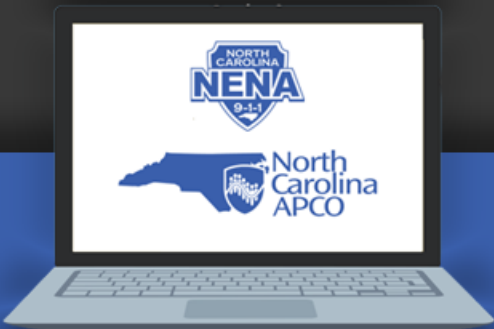
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“ ... A state where you lose all motivation or incentive, leading to feelings of depression or stress. ”

- Elizabeth Scott



# Have you experienced burnout?

- A. Yes
- B. No
- C. eh... maybe?



*This presentation has been loaded without the Sendsteps add-in.  
Want to download the add-in for free? Go to  
<https://dashboard.sendsteps.com/info>.*

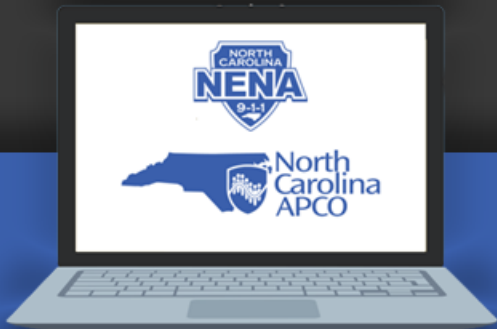


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# What contributes to burnout?



## JOB DEMANDS



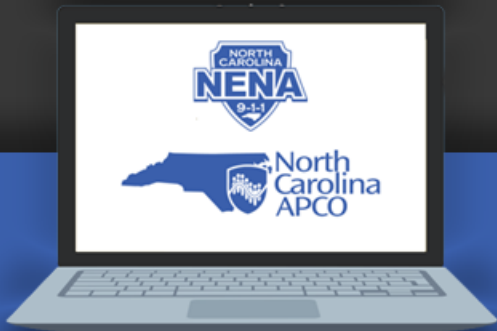
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# What contributes to burnout?



## LACK OF RESOURCES



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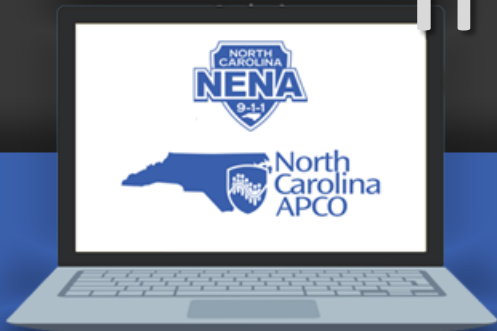


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# What contributes to burnout?



## INSUFFICIENT REWARDS



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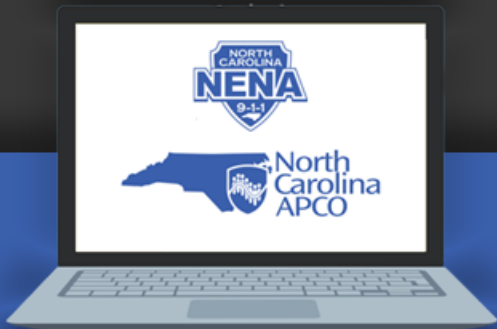
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# What contributes to burnout?



## LACK OF RECOVERY



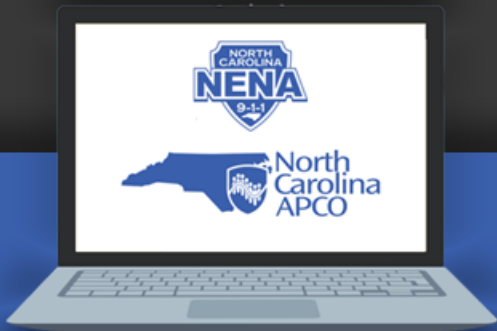
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# What contributes to burnout?



## LACK OF CONTROL



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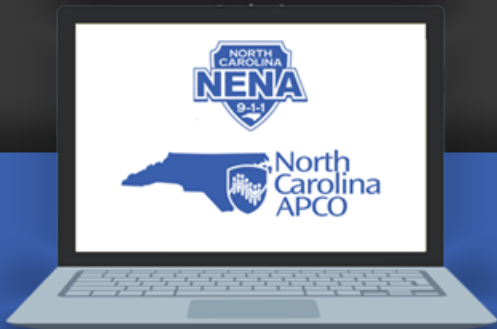


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# What contributes to burnout?



## LACK OF STRUCTURE



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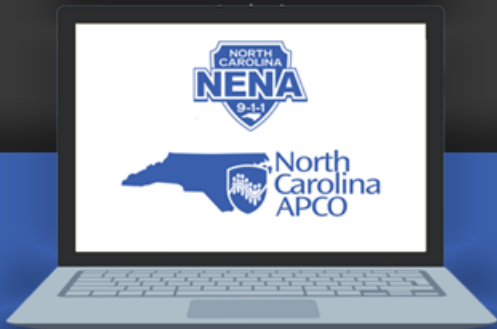


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# What contributes to burnout?



## POOR LEADERSHIP



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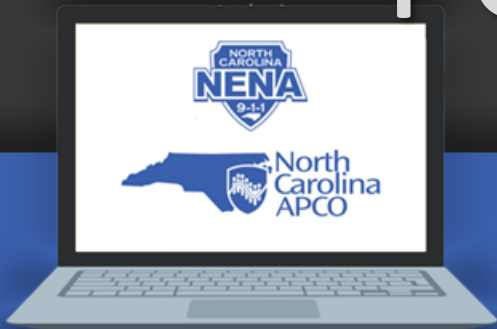


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# What contributes to burnout?



## POOR COMMUNICATION



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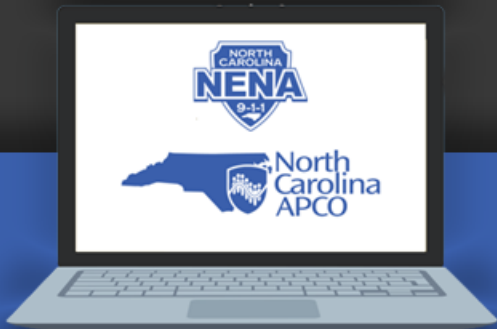


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# What contributes to burnout?



## PERSONAL CONFLICT



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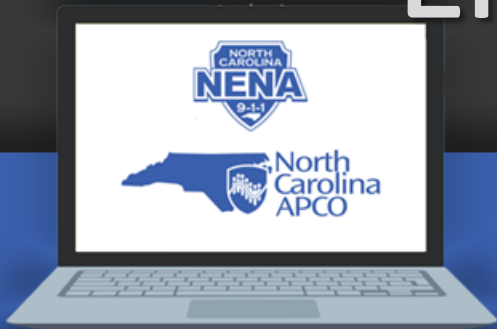


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# What contributes to burnout?



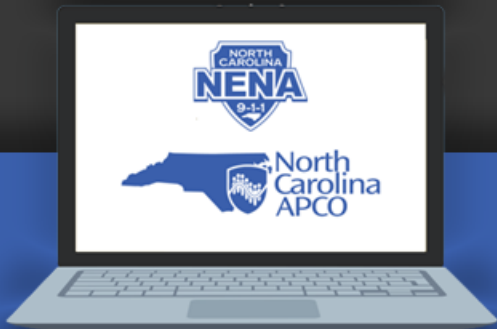
## LITTLE PARTICIPATION IN DECISION MAKING



# What contributes to burnout?



## UNFAIRNESS



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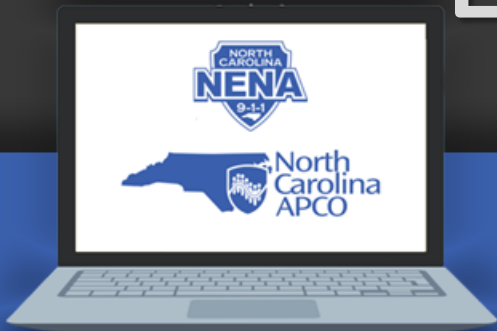




# What contributes to burnout?



## LACK OF RECOGNITION



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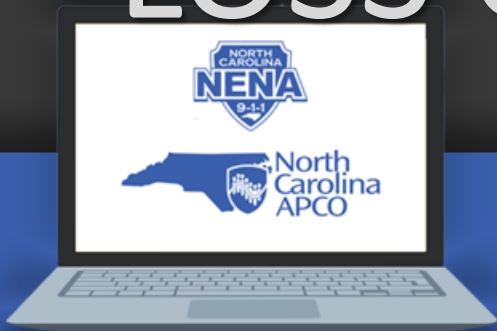


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# What contributes to burnout?



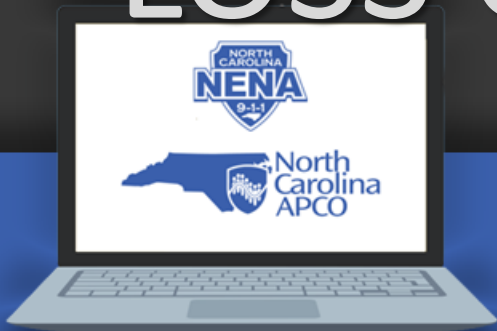
## LOSS OF POSITIVE CONNECTIONS



# What contributes to burnout?



## LOSS OF POSITIVE CONNECTIONS



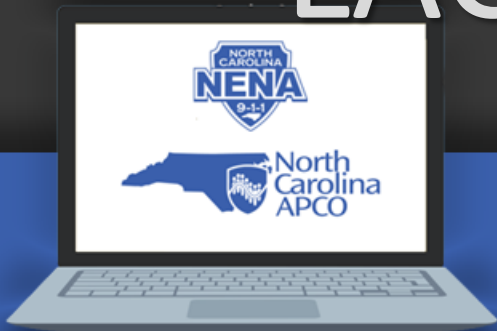
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# What contributes to burnout?



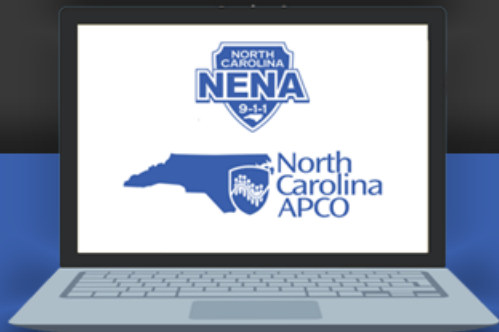
## LACK OF TIME FOR HOBBIES



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# *The Warning Signs*



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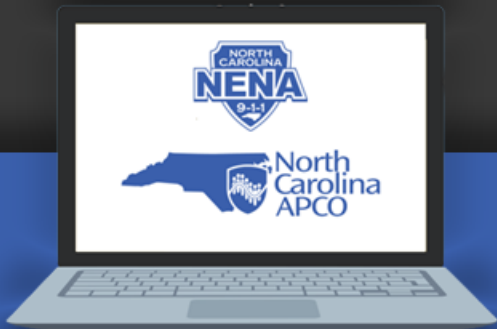
# The three dimensions of burnout



Emotional exhaustion

Depersonalization

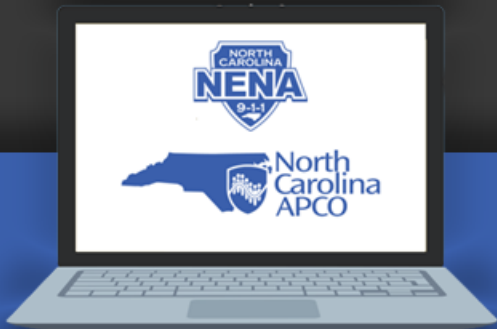
Reduced personal accomplishment



# THE WARNING SIGNS

- **Physical**

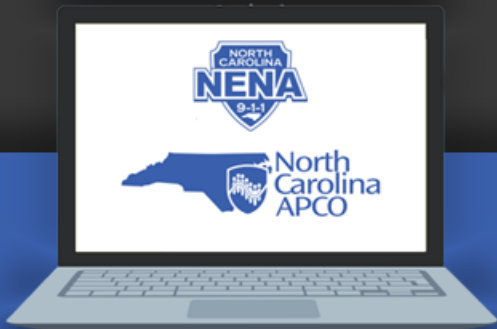
- Frequent headaches
- More frequent sickness
- Exhaustion
- Stomach and Digestive Issues
- Restlessness
- Unable to sleep
- Heart Palpitations
- Chest Pains



# THE WARNING SIGNS

- **Psychological**

- Panic attacks
- Increased feelings of
  - Anger
  - Frustration
  - Irritability
- Feeling hopeless/helpless/pessimistic
- Loss of enjoyment of favorite activities



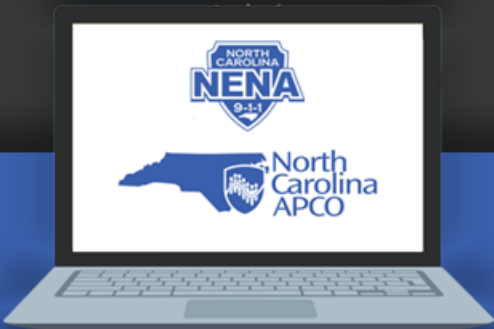


# THE WARNING SIGNS

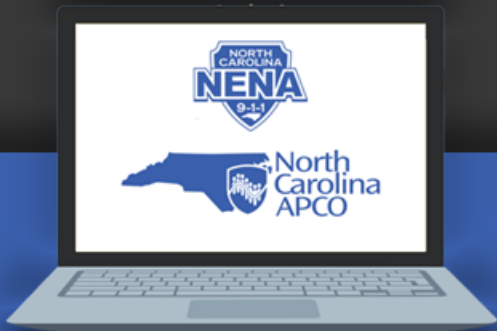


- **Behavioral**

- Less productive
- Increased absenteeism
- Increased isolation
- Decreased teamwork
- Increased alcohol/drug use

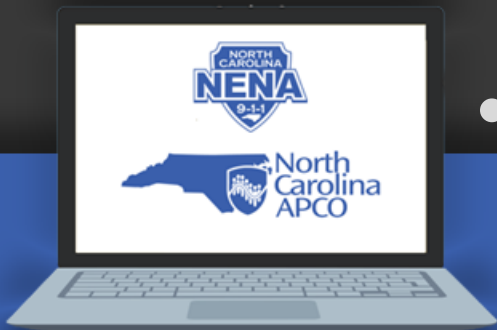


# Strategies for Mitigation



# MITIGATING BURNOUT

- Become Introspective
- Get Involved
- Take care of yourself
- Believe in yourself
- Have a creative outlet
- Have a support net
- Hope

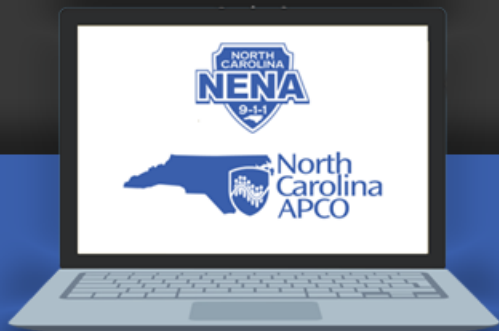


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Original Ruthless Hateful  
Efficient Cold  
Charismatic Clueless  
Pessimistic  
Judgmental Quick  
Self Imaginative Overly  
Open-minded  
Needy Intolerant  
Caring Enthusiastic  
Stubborn Strategic  
Loved Impatient  
Negative Strong  
Positive

What makes you,  
you?



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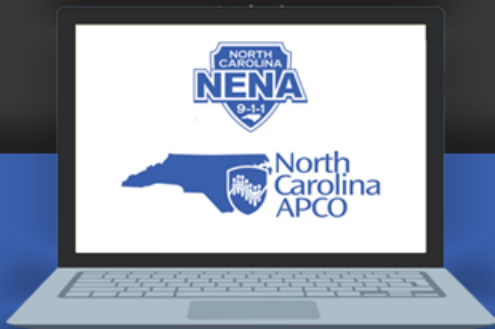
# Identify your three most important traits.

iPhone – Open camera and use it to look at this QR code.

Android – Use google lens to look at this QR code.



<https://www.menti.com/dofjh62az3>



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Go to [www.menti.com](https://www.menti.com) and use the code **5439 9535**

 Mentimeter

# Your three most important traits



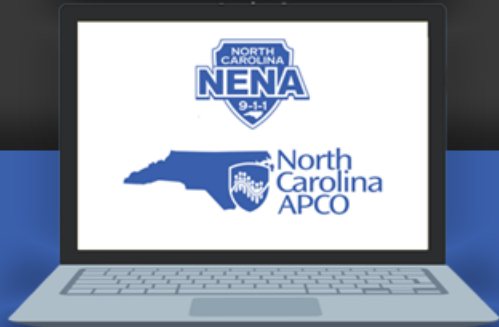
# MITIGATING BURNOUT

## BECOME INTROSPECTIVE



Remember why  
you started.

Is it just a job?



Look at the  
positive effect  
you are having.



Do your  
personal traits  
match up with  
the position  
requirements?



Write a  
manifesto.



# MITIGATING BURNOUT

## GET INVOLVED



Schedule Regular  
Social Activities



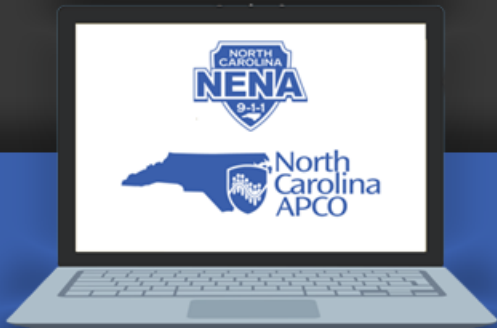
Hobbies



Volunteer



Exercise



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# MITIGATING BURNOUT

## TAKE CARE OF YOURSELF



Take Breaks  
&  
Be Active



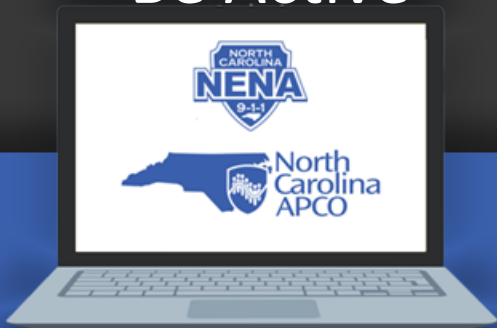
Recover



Have an  
Escape Plan

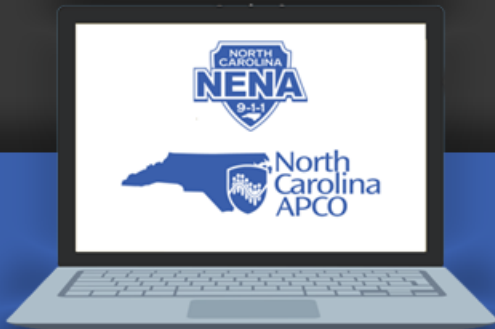


Become  
Optimistic



“If that is meditation, if it’s running, if it’s family outings, window shopping through the mall, going for a drive, whatever it is. It’s so important to find that time to decompress and to be actually able to breathe.”

Sue Jacques, Professionalism Consultant



# MITIGATING BURNOUT

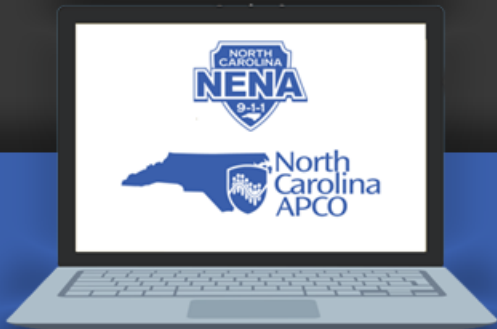
## BELIEVE IN:



Your Abilities



The Good You Do  
in Your  
Community



# MITIGATING BURNOUT

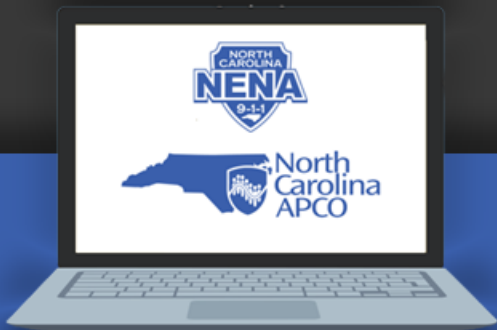
## CREATIVE OUTLETS



Distances your mind from work related problems.

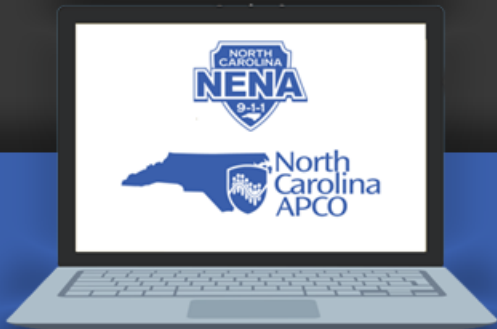
Allows you to be creative and expressive, not hampered.

Feelings of accomplishment



# MITIGATING BURNOUT

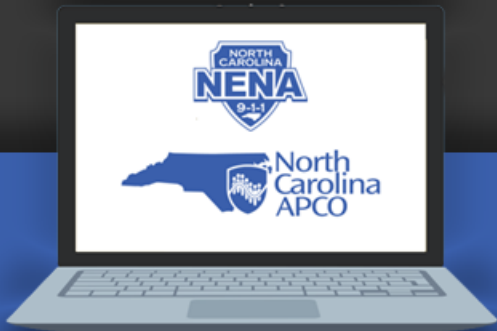
- Accept what you cannot control
- Hope
  - Set Realistic Goals
    - Day-to-day goals
    - Career goals
    - Life goals
  - Plan for success
  - Believe in yourself



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# *Supervisor Mitigation Strategies*



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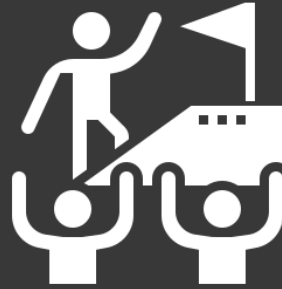
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# MITIGATING BURNOUT SUPERVISOR STRATEGIES



Allow Projects/Involvement

Be realistic in duty assignments



Develop your team for success, not failure

Provide adequate training opportunities

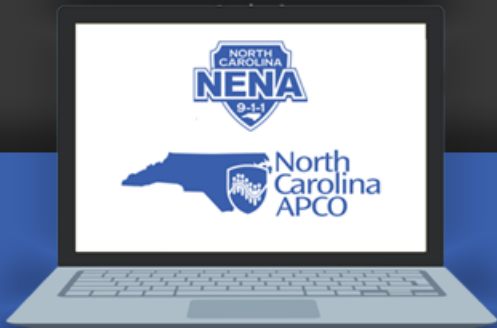
Provide Resources



Provide support

Encourage socialization

Rewards and Awards



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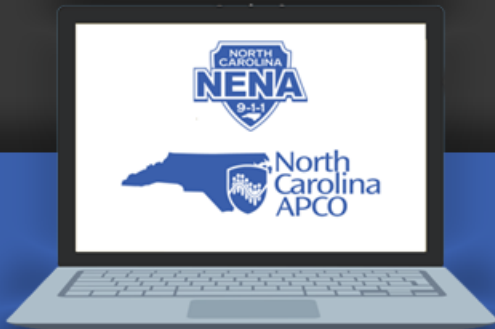
# Mitigation strategies for supervisors

Lead Fairly

Provide Feedback

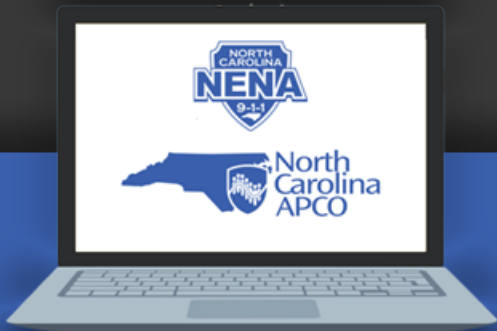
Gather input

Educate





# Consequences



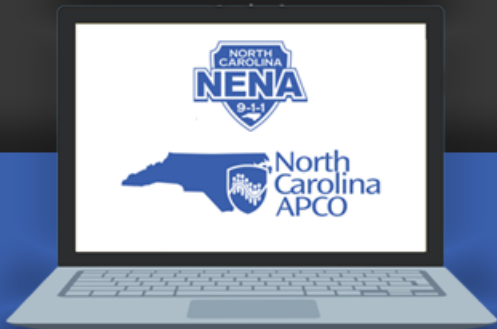
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# Consequences of burnout

- Negative public image
- Negative image from elected officials
- Civil and/or criminal liability
- Unable to advance in career
- Depression and negative effects in personal life





## Contact Information

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Missouri State Highway Patrol - Springfield



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