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What is Burnout?

# World Health Organisation (WHO)

## Classification of Burnout

2

‘Burn-out is a syndrome conceptualised as resulting from chronic workplace stress that has not been successfully managed. It is characterised by three dimensions: feelings of energy depletion or exhaustion; increased mental distance from one’s job, or feelings of negativism or cynicism related to one's job; and reduced professional efficacy.

‘Burn-out refers specifically to phenomena in the occupational context and should not be applied to describe experiences in other areas of life.’

World Health Organisation

(WHO) May 2019



**'It is a common belief that there is just one dimension to job stress - work overload.'**

**Indeed, work overload is often considered to be a synonym for stress.**

**But in our burnout model, overload is only one of six mismatches in the workplace.'**

**Christina Maslach**

**World Expert in Occupational Burnout**

# The 6 Causes of Burnout

## Work Overload

'...when the quantity of work exceeds the amount of time available, or when the job is simply too difficult given your current resources...' (Maslach)

## Lack of Control

E.G. Over decision-making, resources, curriculum, testing, data

## Lack of Reward

Pay not necessarily the main factor: Social recognition, acknowledgment, praise are more important

## Lack of Community

'People thrive in community and function best when they share praise, comfort, happiness, and humour with people they like and respect. In addition to emotional exchange and instrumental assistance, this kind of social support reaffirms a person's membership in a group with shared values'. (Maslach)

## Lack of Fairness

Perception: promotions are biased, favouritism, others more appreciated and rewarded

## Conflict of Values

Your values - the reason you are doing what you do - do not coincide with those of the company you work for.



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