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