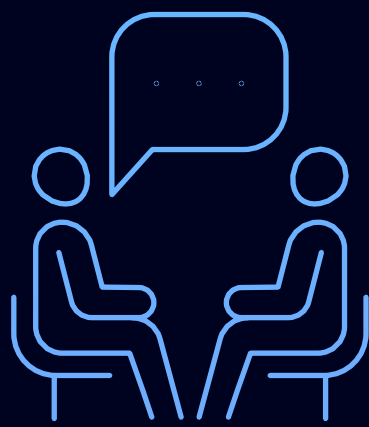


Your Quick Guide for Assessing Frontline Burnout

For each item in this list, briefly determine whether the contributing factor is a concern in your organization. The more items with a ‘yes’ response, the more likely it is you have a burnout crisis among your frontline employees – and the more crucial it is for you to take action.

Does your organization struggle with...

Employee engagement?



- ✓ Based on employee feedback surveys, employee listening, and manager observations, evaluate employee engagement levels regularly.
- ✓ This is especially important leading up to and following major organizational changes, whether that’s the opening of a new location, taking on a big project, or conducting layoffs.
- ✓ If frontline employees are feeling stressed because they don’t know about or understand the reasons behind big changes, burnout is sure to follow.

Staffing shortages?



- ✓ When frontline teams are short-staffed, it’s virtually a recipe for burnout and the only question is when.
- ✓ If organizational challenges – like economic losses, mergers and acquisitions, or other external factors – have created staffing shortages, those must be addressed swiftly to reduce the chances of causing burnout.
- ✓ Strategies might include reducing operating hours so current employees are not being overworked, cross-training employees from other departments, assigning supervisors and managers to cover frontline shifts, and (whenever possible) allowing employees to choose or trade shifts so they can better balance personal and work commitments.

Absenteeism?



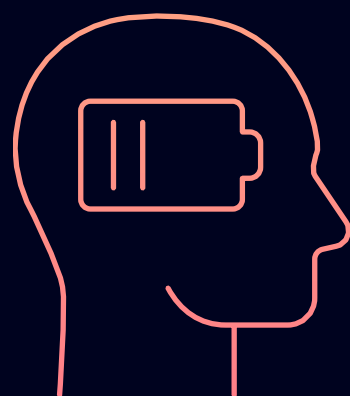
- ✓ Monitoring absenteeism over time helps illustrate what is normal and what is a red flag.
- ✓ Sudden increases in absenteeism can signal burnout, whether it’s one employee or several on a team.
- ✓ Investigate the reasons for absences and consider what patterns emerge.

Turnover?



- ✓ High turnover might be contributing to staffing shortages, leading to situations where one employee is handling the workload of two or more positions.
- ✓ Retention challenges can be a reflection of employee engagement decline.
- ✓ Employees who feel supported and satisfied in their position rarely quit. Ensure you’re performing exit interviews with departing employees so you can get a deeper view of the reasons they’re leaving.

Productivity?



- ✓ There are many reasons (beyond an employee’s control) that productivity might dip, from glitchy processes to staffing issues.
- ✓ High stress and low engagement can also dampen productivity.
- ✓ If productivity drops, collect the information you need to tell the story of why that happened. Did the team get a new manager? Did key employees leave (voluntarily or not), taking valuable knowledge with them? Have new staffers gone through proper training?

Errors and accidents?



- ✓ Burnout and high work stress can cause mistakes and potentially create an unsafe work environment, fueling further unrest.
- ✓ A spike in errors and accidents could be a sign of increased burnout.
- ✓ As you investigate these incidents, consider assessing the wellbeing of employees involved – even if that means simply asking them if they had been feeling stressed at work leading up to the event.