


Recognizing and recovering from burnout



Dawn Parzych

Developer Advocate

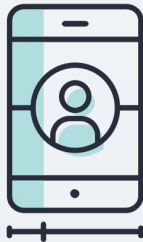
 dparzych

Who am I?

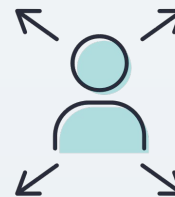
Developer
Advocate



Experienced
burnout
twice



Advanced
psychology
degree

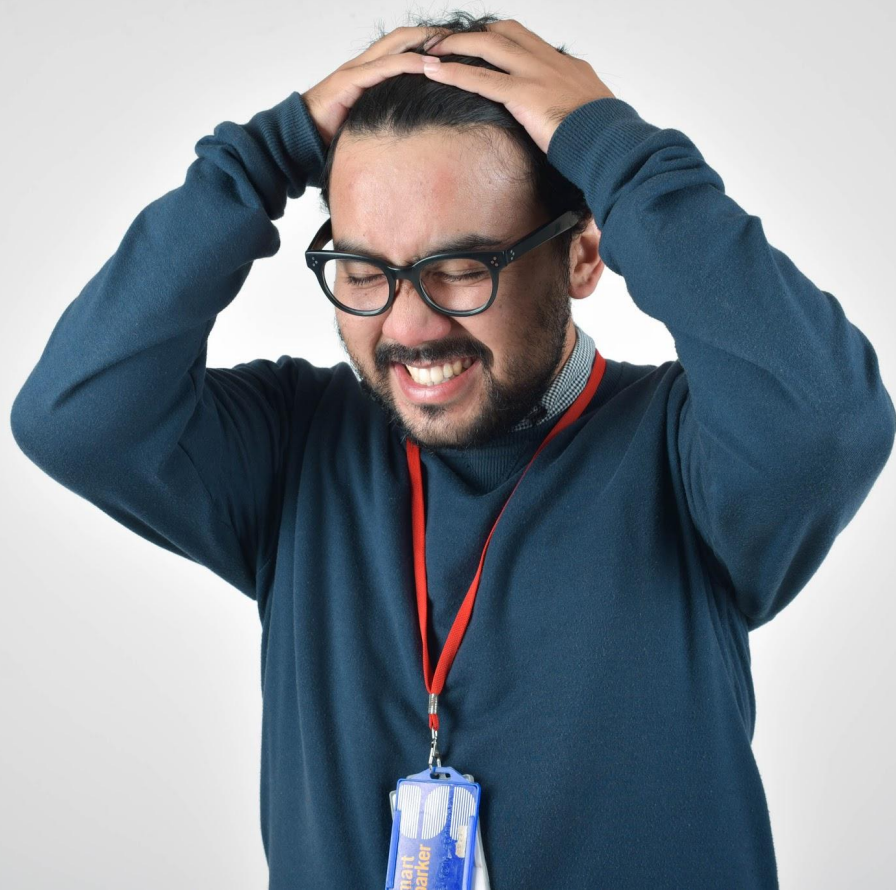


Mom

Disclaimer

I am not a medical professional and cannot diagnose or recommend treatment for any disease. The experiences I share are mine and represent my personal experiences.

This talk will mention anxiety, trauma, and depression. Please be responsible for your health and well-being. I will not be offended if you need to leave at any time.



**Stress -> Anxiety
- > Burnout**

Who experiences burnout?



“Burn-out is a syndrome conceptualized as resulting from chronic workplace stress that has not been successfully managed.”

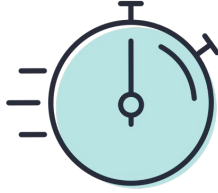


People constantly exhausted because of work

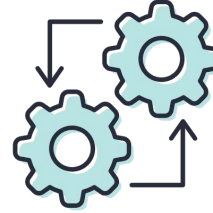
18% ➔ 50%

Cynical
Fatigue
Burnout
Loss of passion
Depression
Irritable Negative

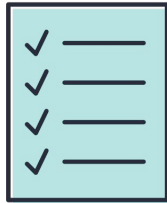
Common work stressors



Schedules & deadlines



Changes



Added responsibilities



Colleagues & customers

**New technology is raising
customer expectations
at breakneck pace.**

Doesn't matter if you're B2B or B2C...

Customers are pushing companies to do better.

Customized Experiences

Instant Value

Fast Performance

Latest Innovation

Mobile First

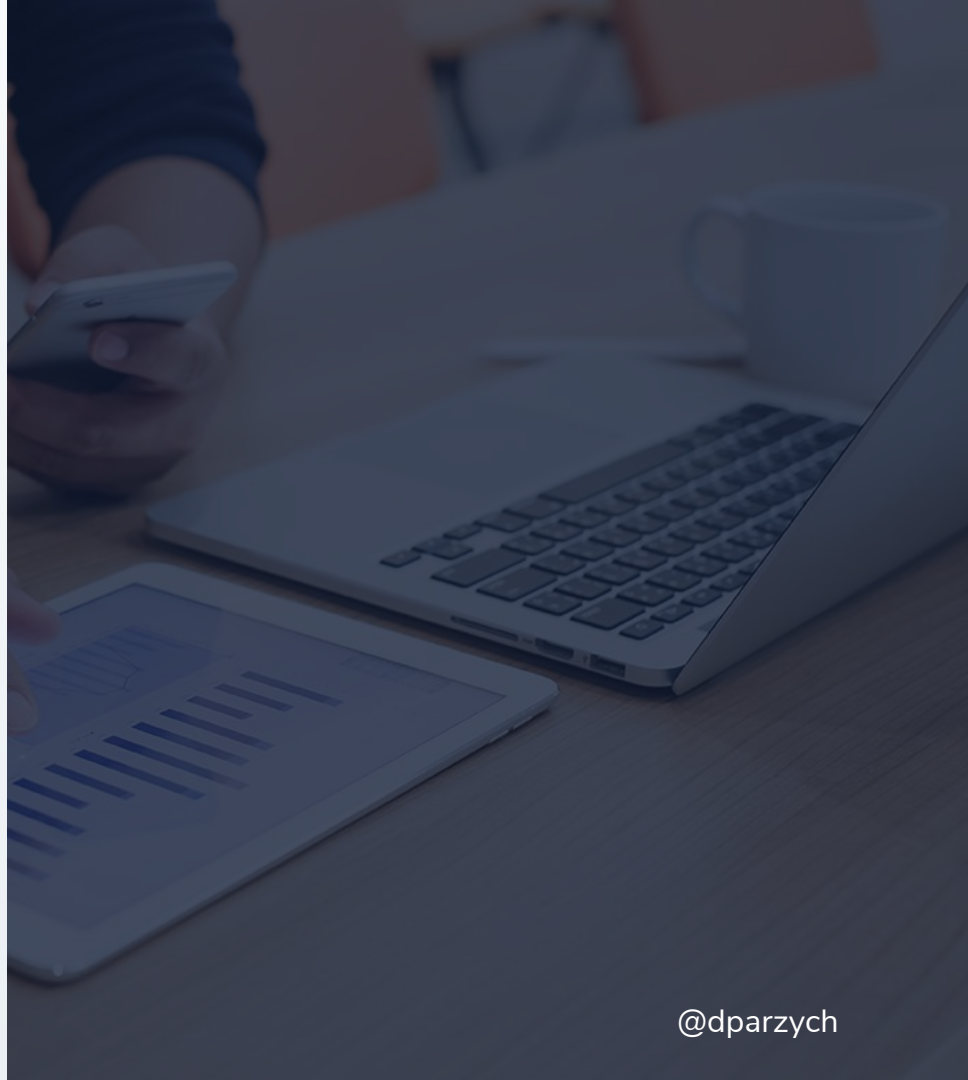
Always Available

100% Reliability

Bug Free

Cross-Platform

Consistency





“Burnout can show up when leaders equate long hours with getting ahead, when there’s an implicit expectation that staff should come to work despite mental and physical illness.”

A green Hulk action figure with purple pants, standing in a powerful pose with clenched fists. The figure is set against a blurred background of blue and yellow.

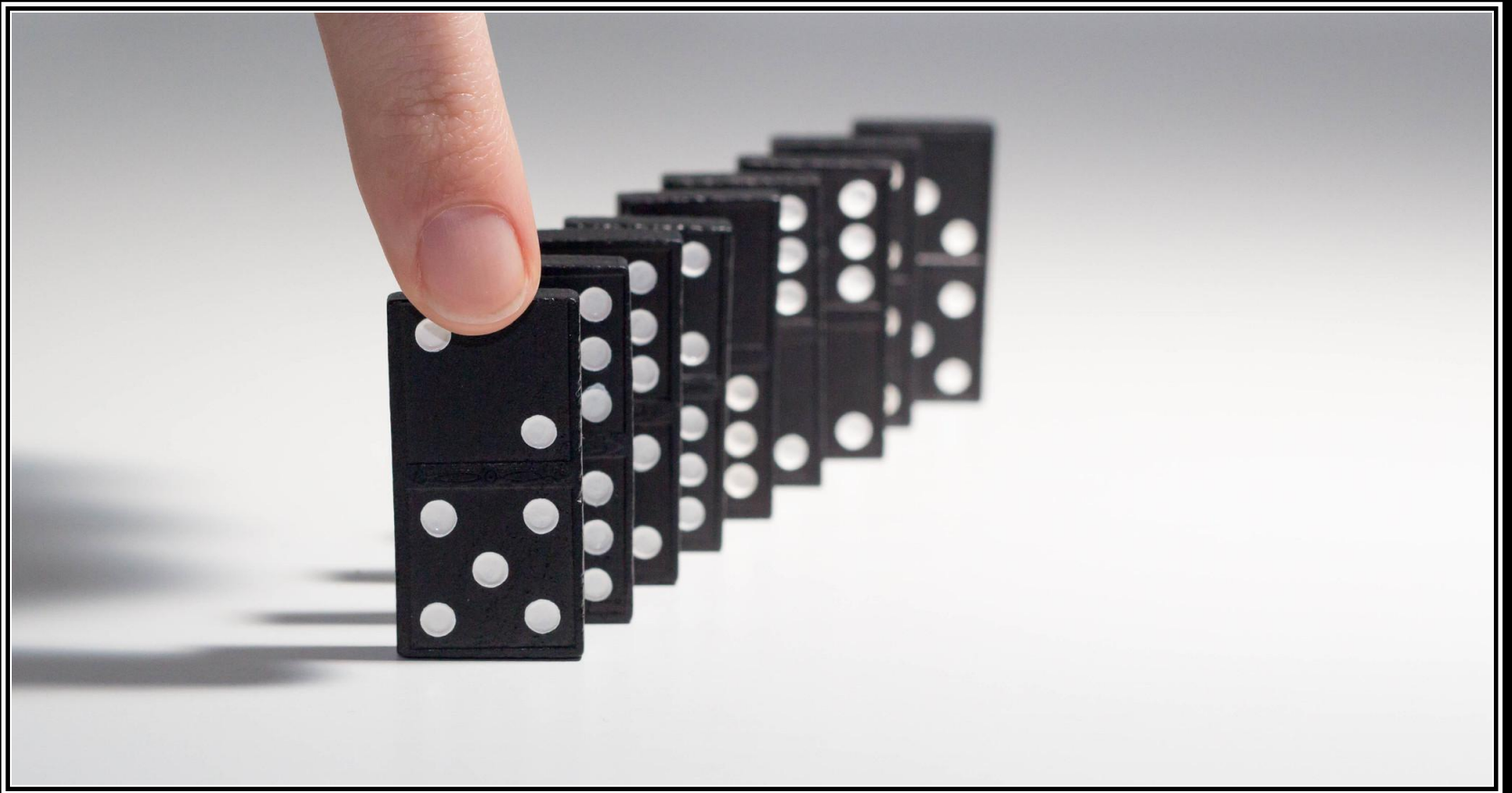
Hero mentality



Always put on your own oxygen mask
before helping others !

“When systems are compromised by intruders, investigation and remediation can take even longer—and these periods of incident resolution are intensive and exhausting”

Accelerate: State of DevOps 2018





A silhouette of a person balancing on a rock, with one leg raised and arms outstretched, set against a sunset background with a large sun. The text "Imbalance in workload" is overlaid in white.

Imbalance in workload

A dark, industrial control room with a large console and wall-mounted equipment. The room has a curved ceiling with a grid of lights. The walls are covered with various panels, dials, and switches. The floor is dark and reflective.

Autonomy and control

The image features a dark blue background with two clusters of colorful balloons. One cluster is in the upper right, and the other is in the lower left. The balloons are in various colors including red, yellow, blue, white, green, and orange. The word "Rewards" is centered in white text between the two clusters of balloons.

Rewards

A top-down view of a group of people's hands stacked in a circle, symbolizing teamwork. Many of the individuals are wearing blue wristbands with the word "EMFASIS" printed on them. The scene is dimly lit, with the focus on the hands and the central text.

Workplace community

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Fairness

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A group of people in an office setting. A woman with glasses and a blue top is pointing at a laptop screen. A man in a green shirt is looking at the screen. A woman with long hair is sitting next to the man, looking at the screen. The background shows a window with a grid pattern and some plants.

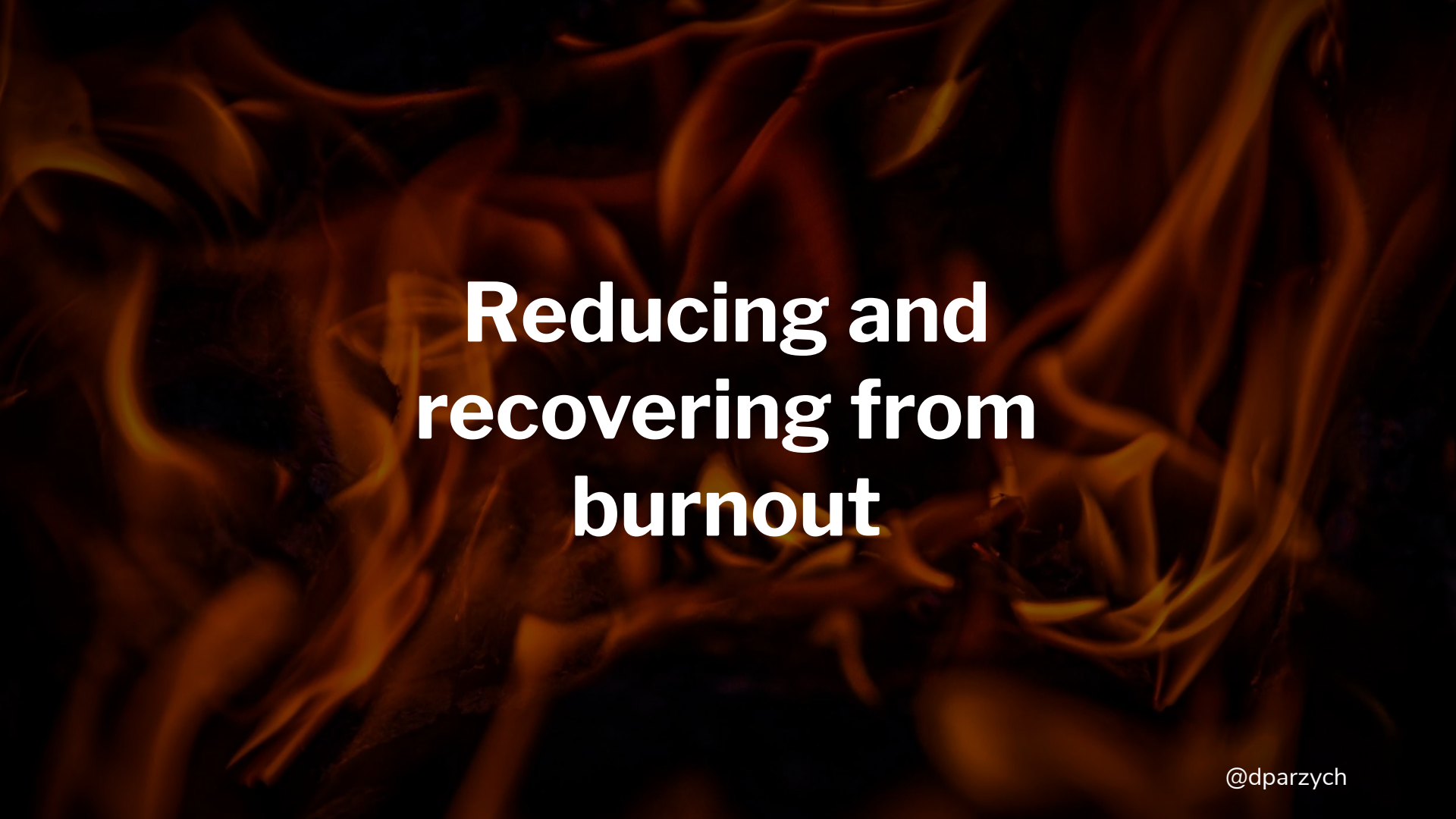
Values and ethics

@dparzych

A black and white photograph of a koala sleeping on a tree branch. The koala is curled up, with its head resting against a vertical tree trunk and its arms wrapped around a horizontal branch. The background is dark and out of focus, showing more of the tree's structure.

Recognizing burnout?

@dparzych



Reducing and recovering from burnout

A group of young adults are gathered around a long outdoor table, eating and drinking. The scene is set under a dark, patterned canopy. In the background, there's a wooden building and a red wall. The people are engaged in conversation and eating. The table is filled with plates of food, glasses of beer, and water. The atmosphere appears to be casual and social.

Community care

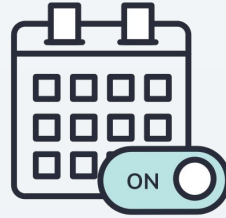


What can managers/companies do?

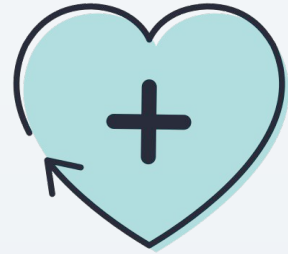
Common techniques to “fix” burnout



Check-in



Don't
overschedule



Flex time



The pressure is on...

**How do you provide
more value faster
without sacrificing
quality and your
employees health?**



Elite companies ship 2,555x faster & fail 7x less than the slow performers.

Shrinking time between deploys from months to minutes.



46x more
frequent code
deployments



2,555x faster
lead time from
commit to deploy



7x lower
change failure rate
(Changes are 1/7 as likely to fail)

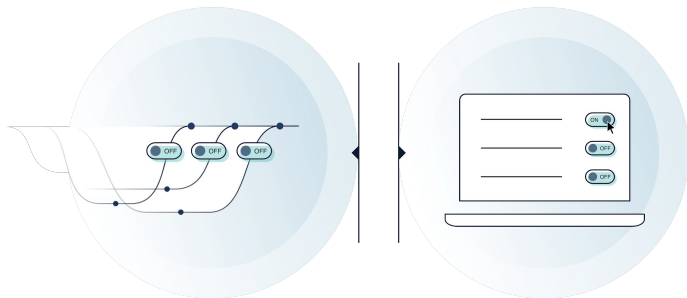


2,604x faster
time to recover
from incidents

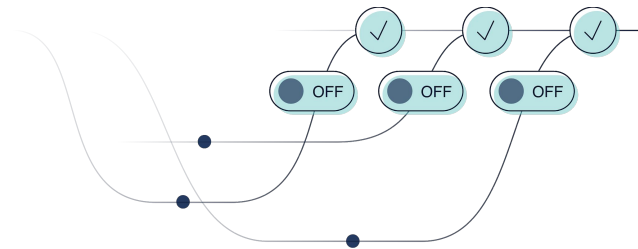
They found a better way to deliver change and stay ahead of competition.



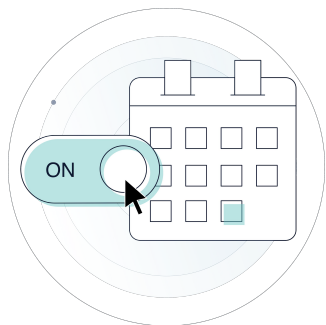
Build



Progressive delivery



Test in production

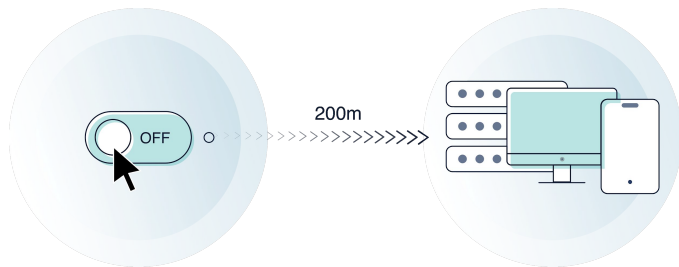


Targeted rollouts

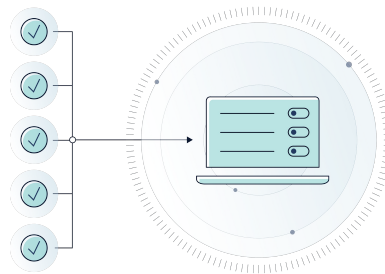


Canary launch

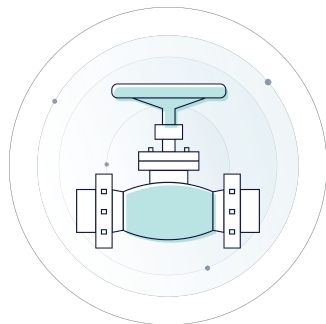
Operate



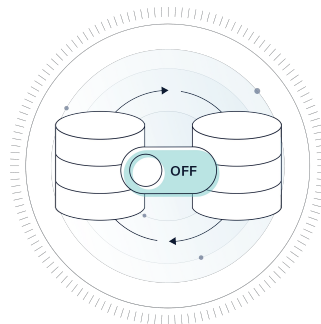
Kill switch



Service metrics



Dynamic configuration



Safe migrations

A brown dog, possibly a pit bull mix, is sitting on a light-colored tiled floor against a white wall. The dog is looking upwards and to the left, with its right front paw raised high. It is wearing a black collar with a red and black patterned strap. A small pink tag with the name 'MIA' is visible on the collar. A semi-transparent white rectangular box is overlaid on the left side of the image, containing the text 'What can you do?'.

What can you do?

Breathe







Resources

- <https://github.com/thesarahhagan/SEA-DevOps>
- <https://www.psychologicalscience.org/observer/burnout-and-the-brain>
- <https://circleci.com/blog/how-i-came-back-from-burnout-by-learning-to-lean-on-my-team/>
- <https://www.forbes.com/sites/nomanazish/2019/05/30/how-to-de-stress-in-5-minutes-or-less-according-to-a-navy-seal/#1d788c773046>
- <https://www.mindgarden.com/117-maslach-burnout-inventory>
- <https://www.mindgarden.com/274-areas-of-worklife-survey>
- <https://selfcare.tech/>
- https://www.mindtools.com/pages/article/newTCS_08.htm
- <https://medium.com/@devonprice/laziness-does-not-exist-3af27e312d01>
- <https://mashable.com/article/community-care-versus-self-care/>

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