

# The Burnout Inventory

The purpose of this evaluation is to discover how you view your job and the people with whom you work closely. Because persons in a wide variety of occupations will answer this survey, it uses the term recipients to refer to the people for whom you provide your service, care, instruction or management. When answering this survey please think of these people as “recipients” of the service you provide, even though you may use another term in your work.

There are 22 statements of job related feelings. Please read each statement carefully and decide if you ever feel this way about your job. If you have never had this feeling, write a “0” (zero) before the statement. If you have had this feeling, indicate how often you feel it by writing the number (from 1 to 6) that best describes how frequently you feel that way.

---

<b>HOW OFTEN:</b>	0	1	2	3	4	5	6
	Never	A few times a year or less	Once a month or less	A few times a month	Once a week	A few times a week	Every day

---

## HOW OFTEN

- |           |   |
|-----------|---|
| 0-6       | <i>Statements:</i>  |
| 1. _____  | I feel emotionally drained from my work.  |
| 2. _____  | I feel used up at the end of the workday.   |
| 3. _____  | I feel fatigued when I get up in the morning and have to face another day on the job. |
| 4. _____  | I can easily understand how my recipients feel about things.                          |
| 5. _____  | I feel I treat some recipients as if they were impersonal objects.                    |
| 6. _____  | Working with people all day is really a strain for me.                                |
| 7. _____  | I deal very effectively with the problems of my recipients.                           |
| 8. _____  | I feel burned out from my work.   |
| 9. _____  | I feel I’m positively influencing other people’s lives through my work.               |
| 10. _____ | I’ve become more callous toward people since I took this job.                         |
| 11. _____ | I worry that this job is hardening me emotionally.                                    |
| 12. _____ | I feel very energetic.  |
| 13. _____ | I feel frustrated by my job.  |
| 14. _____ | I feel I’m working too hard on my job.  |
| 15. _____ | I don’t really care what happens to some recipients.                                  |
| 16. _____ | Working with people directly puts too much stress on me.                              |
| 17. _____ | I can easily create a relaxed atmosphere with my recipients.                          |
| 18. _____ | I feel exhilarated after working closely with my recipients.                          |
| 19. _____ | I have accomplished many worthwhile things in this job.                               |
| 20. _____ | I feel like I’m at the end of my rope.  |
| 21. _____ | In my work, I deal with emotional problems very calmly.                               |
| 22. _____ | I feel recipients blame me for some of their problems.                                |

---

EmotEx: \_\_\_\_\_ Depers: \_\_\_\_\_ PersAcc: \_\_\_\_\_  
 score rating                      score rating                      score rating

# Scoring Key

## Emotional Exhaustion Subscale (EE)

**Directions:** Transfer the item numbers from the survey form to this key. Add the scores in the “How Often” column on this key and enter the total in the “EE” space at the bottom of the survey form. With the total put whether that score is high, moderate or low.

How Often: 0-6

1. \_\_\_\_\_ 2. \_\_\_\_\_ 3. \_\_\_\_\_ 6. \_\_\_\_\_ 8. \_\_\_\_\_ 13. \_\_\_\_\_ 14. \_\_\_\_\_ 16. \_\_\_\_\_ 20. \_\_\_\_\_

**Score Total** \_\_\_\_\_

	<i>Frequency</i>
High	27 or over
Moderate	17-26
Low	0-16

## Depersonalization Subscale (DP)

**Directions:** Transfer the item numbers from the survey form to this key. Add the scores in the “How Often” column on this key and enter the total in the “DP” space at the bottom of the survey form. With the total put whether that score is high, moderate or low.

How Often: 0-6

5. \_\_\_\_\_ 10. \_\_\_\_\_ 11. \_\_\_\_\_ 15. \_\_\_\_\_ 22. \_\_\_\_\_

**Score Total** \_\_\_\_\_

	<i>Frequency</i>
High	13 or over
Moderate	7-12
Low	0-6

## \*Personal Accomplishment Subscale (PA)

**Directions:** Transfer the item numbers from the survey form to this key. Add the scores in the “How Often” column on this key and enter the total in the “PA” space at the bottom of the survey form. With the total put whether that score is high, moderate or low.

How Often: 0-6

4. \_\_\_\_\_ 7. \_\_\_\_\_ 9. \_\_\_\_\_ 12. \_\_\_\_\_ 17. \_\_\_\_\_ 18. \_\_\_\_\_ 19. \_\_\_\_\_ 21. \_\_\_\_\_

**Score Total** \_\_\_\_\_

	<i>Frequency</i>
High	0-31
Moderate	32-38
Low	39 or over

**\*Scored in opposite direction from EE and DP**

## Low, Moderate or High Scores

**Low:** If you rate low in an area, this means you have a low chance of burning out, and that you are feeling resourceful in that area.

**Moderate:** If you have a moderate in an area, it is time for a serious re-evaluation. It means you are experiencing an elevated level of burnout in that category. There is something that's awry, and you need to do something about this soon. Moderate indicates you are not dealing with this area very well, and change needs to be made.

**High:** This is serious. This means you have a high level of burnout happening, or that you have a high chance of burnout occurring in the near future if it hasn't hit already. This calls for reprioritization of something in your life/work/relationships/etc. You are in need of immediate change in your situation. Something needs to be different, before this catches up with you and causes mental or physical health problems, or work difficulties.

## Three Types of Burnout You Can Experience

### Emotional Exhaustion

Emotional exhaustion is how draining your job is. It pertains to how used up you feel after work. This can feel like apathy, lethargy, low energy, depression, and more. It is a lessening of your motivation and a lack of desire to do things. There is a nagging sense of working too hard. It may feel like you can never get ahead or catch up. This strain results from supporting too many projects, tasks or people. Emotional exhaustion may fluctuate up and down, but once you are there, it is difficult to just let it go.

### Depersonalization

This is about how you deal with people. This is about how you get distance from those around you. Depersonalization is turning people into objects, because it's easier to think of them as a number or faceless being. This is a method of getting space from others. A mild version of this is like getting crowded in an elevator, and instead of realizing how packed you are next to someone, you avoid having an interaction with them. You just keep them as a nameless, faceless being. Depersonalization is how you are withdrawing from people. It is about how you are pulling back your caring about others because it's too intense. This is a withdrawal as a result of pressure from bosses, peers, employees or customers that you feel very intensely.

### Personal Accomplishment

This is your sense of achievement, the feeling that you are accomplishing things that are worthwhile. This often results from how good you feel about what you do. When your values and the organizations values and goals are aligned, there is a sense of success

about what you are doing. When burning out in this area, one feels like they are not doing something that makes a difference. It feels like you aren't contributing. You don't feel like a problem solver, and motivation diminishes.

## **Personality Traits & Attitudes to Overcome**

These personality traits make you 2 to 3 times more likely to burnout, and can burn you out 2 to 3 times faster.

- Not being assertive of your thoughts or values you think important
  - Unwillingness to deal with conflict because of anxiety or fears
  - Impatient, intolerant or easily frustrated
  - Low self-esteem, lack of confidence, comparing yourself to others
  - Cares too much about what the outcome is, treats everything like a crisis
  - Being a perfectionist
  - Self-doubts, works to get approval from others, feels bad if others disapprove
  - Either stuffs emotions and represses them, or is an exploder and angrily blows-up
  - Negative internal dialogue about self, others, the situation
- 

## **Promoters of Burnout**

### **Involvement with People:**

- Chronic issues or pressures—when there's little chance of change or improvement
- Others time demands on you
- High supporter for the needs of others
- Receiving a lack of positive feedback
- Negative coworkers
- Carrying another's load

### **The Job Setting:**

- Stressful environment: tensions, upset people, working conditions, lack of needed supplies or tools, etc.
- Lack of control of your destiny from rigid controls, rules or leadership style

- If you have to do the dirty work
- If there is a values or beliefs conflict you must put up with
- Team doesn't collaborate
- Few celebrations of progress or achievements

### **Personal Characteristics:**

- If you are a loner and don't have a support system, both personal and professional
- Not having clearly defined goals and mission, personal and professional
- Lack of self-confidence or self-esteem
- Needing to be liked or approved of continuously
- Negative self-talk
- Rigid or inflexible

## **Approaches to Avoiding or Overcoming Burnout**

### **Personal:**

- Maintain good nutrition
- Take intermittent breaks, walk away for a bit
- Learn to overcome irritation, frustration and anger
- Don't take things too personally
- Choose to focus your thoughts positively
- Learn relaxation techniques specifically for calming and relaxing
- Set goals and find wins through your experiences
- Get exercise regularly

### **Social and Organizational:**

- Learn how to say "no" tactfully
- Avoid off-time spillover into your personal life
- "Play" with others who enrich you
- Develop effective interpersonal and communication skills
- Have someone you can confide in
- Give time or energy to something worthwhile
- Be assertive for what you value
- Find humor regularly