



Avoiding Burnout



Working with and empathizing with highly emotional people without getting drained.

Set Expectations

There is no solving grief. You won't be able to fix all of their problems in this one phone call, or even in a series of phone calls. And it isn't your job to do so.

Focus on what you can do for them at this moment - you are here to be a helping hand with a specific task. Navigating an insurance claim can be stressful and confusing, especially in grief. Supporting them through this process is taking one more task off their plate - and that is incredibly impactful.

As you know, it is not uncommon for people to lash out or become upset during this process. Remember: You are not responsible for anyone else's feelings, reactions, or mental health.

Establish healthy work/life boundaries

Leave your work at work. Easier said than done, we know. But by creating a clear separation between your work life and personal life, you'll avoid overwhelming yourself with the intense emotions of your position.

Create a transition ritual between your work day and your personal time. It can be as simple as going to the gym, listening to a podcast on the drive home, or even just a 15 minute walk after logging off for the day. This ritual will help you make that clear distinction between work and personal time.



empathy.

This is an emotionally intense position. It is important to make time for yourself and your interests in order to decrease stress. Have recreation outside of work that you look forward to/enjoy. For example, a book club, knitting, or a basketball team.

Coping skills

Dealing with these intense conversations can be overwhelming. If something about the interaction is upsetting or triggering to you, take a minute to yourself. A few deep breaths or a walk around the room can help you separate yourself from the story you are listening to. Because their pain is not yours to take on.

What to do if you do start feeling burnt out

Be honest with yourself about your feelings. Acknowledge that they exist, and don't bottle them up. Denying that you are burnt out does not help you recover.

Talking through these feelings with another person can also be helpful. A friend, a counselor, or even a colleague, can help you work through these difficult moments. Lean on your community for support when you need it.

This work is a marathon, not a sprint. Ignoring your needs for boundaries and self care will only contribute to burnout. In order to provide the best care possible for the clients who need you, you need to care for yourself first.

Managing your own feelings

In this position, you are encountering grief more frequently than the average person. It can feel like grief is your whole world. Seek out new opportunities and experiences, and remind yourself that there is a world beyond this work.

For more resources, visit empathy.com/nyl-claims-grief-training