

Burnout Maslach (MBI)

01 Do you feel stuck at work?

Burnout, a state of severe mental and emotional exhaustion most often caused by work-related stress, can lead to depression or anxiety, strained relationships, and even physical health problems. This test can help you determine if you're showing signs of burnout.

02 Key points

- Burnout is, first and foremost, an occupational phenomenon, not a mental health condition.
- In treating burnout, we need to distinguish in a clear-eyed way between what we can and cannot control. (note below)

A survey of 7,500 full-time employees by Gallup established the top five reasons for burnout:

■ Unfair treatment at work

■ Unmanageable workload

■ Lack of role clarity

■ Lack of communication and support from their manager

■ Unreasonable time pressure

I cannot control



One may like to evaluate a few other 3Qetc exercises, notably:

■ Self-compassion

■ Self-esteem

■ Revisit the stakeholder wheel (look at our map of our stakeholders)

■ Fixed-growth mindset

■ Understand what strengths we have to support us

■ Self-motivation

■ Flourishing wheel

03 The Exercise

The Maslach Burnout Inventory (MBI) is the most commonly used tool to self-assess whether you might be at risk of burnout. To determine the risk of burnout, the MBI explores three components: exhaustion, depersonalisation and personal achievement. While this tool may be useful, it must not be used as a scientific diagnostic technique, regardless of the results. The objective is simply to make you aware that anyone may be at risk of burnout. For each question, indicate the score that corresponds to your response. Add up your score for each section and compare your results with the scoring results interpretation at the bottom of this document.

A DIAGNOSTIC INSTRUMENT SCORED ON A SEVEN-POINT FREQUENCY SCALE

NEVER	RARELY A FEW TIMES PER YEAR	OCCASIONALLY ONCE A MONTH	SOMETIMES A FEW TIMES PER MONTH	FREQUENTLY ONCE A WEEK	USUALLY A FEW TIMES A WEEK	EVERY DAY
0	1	2	3	4	5	6

A Section A

1. I feel emotionally drained by my work.

2. Working with people all day long requires a great deal of effort.

3. I feel like my work is breaking me down.

4. I feel frustrated by my work.

5. I feel I work too hard at my job.

6. It stresses me too much to work in direct contact with people

7. I feel like I'm at the end of my rope.

TOTAL

NEVER	RARELY A FEW TIMES PER YEAR	OCCASIONALLY ONCE A MONTH	SOMETIMES A FEW TIMES PER MONTH	FREQUENTLY ONCE A WEEK	USUALLY A FEW TIMES A WEEK	EVERY DAY
0	1	2	3	4	5	6

B Section B

1. I feel I look after certain colleagues/clients impersonally, as if they are objects	
2. I feel tired when I get up in the morning and have to face another day at work.	
3. I have the impression that my colleagues/clients make me responsible for some of their problems.	
4. I am at the end of my patience at the end of my workday.	
5. I really don't care about what happens to some of my colleagues/clients.	
6. I have become more insensitive to people since I've been working.	
7. I'm afraid that this job is making me uncaring.	
TOTAL	

C Section C

1. I accomplish many worthwhile things in this job.	
2. I feel full of energy.	
3. I am easily able to understand what my colleagues /clients feel.	
4. I look after my colleagues'/clients' problems very effectively.	
5. In my work, I handle emotional problems very calmly.	
6. Through my work, I feel that I have a positive influence on people	
7. I am easily able to create a relaxed atmosphere with my colleagues/clients.	
8. I feel refreshed when I have been close to my colleagues/clients at work.	
TOTAL	

SCORING RESULTS – INTERPRETATION Section

Section A: Burnout.

Burnout (or depressive anxiety syndrome): Testifies to fatigue at the very idea of work, chronic fatigue, trouble sleeping, and physical problems. For the MBI, as well as for most authors, “exhaustion would be the key component of the syndrome.” Unlike depression, the problems disappear outside work.

Total 17 or less	Low-level burnout
Total between 18 and 29 inclusive	Moderate burnout
Total over 30	High-level burnout

Section B: Depersonalisation

“Depersonalisation” (or loss of empathy): Rather, a “dehumanisation” in interpersonal relations. The notion of detachment is excessive, leading to cynicism with negative attitudes with regard to patients or colleagues, feelings of guilt, avoidance of social contacts and withdrawing into oneself. The professional blocks the empathy they can show to their colleagues and/or clients.

Total 5 or less	Low-level burnout
Total between 6 and 11 inclusive	Moderate burnout
Total of 12 and greater	High-level burnout Section

Section C: Personal Achievement

The reduction of personal achievement: The individual assesses themselves negatively and feels unable to move the situation forward. This component represents the demotivating effects of a difficult, repetitive situation leading to failure despite efforts. The person begins to doubt their genuine abilities to accomplish things. This aspect is a consequence of the first two.

Total 33 or less	High-level burnout
Total between 34 and 39 inclusive	Moderate burnout
Total greater than 40	Low-level burnout

A high score in the first two sections and a low score in the last section may indicate burnout. Note: Different people react to stress and burnout differently. This test is not intended to be a scientific analysis or assessment. The information is not designed to diagnose or treat your stress or symptoms of burnout. Consult your medical doctor, counsellor or mental health professional if you feel that you need help regarding stress management or dealing with burnout.

C. Maslach, S.E. Jackson, M.P. Leiter (Eds.), Maslach Burnout Inventory manual (3rd ed.), Consulting Psychologists Press (1996)

Notes