
Preparing for our call

A guide to getting the best
from your assess/explore session



By Dr Sonia Hutton-Taylor (head goose)

From October 2021



© Burnout Geese 2021



Contents

Page

- 3 Tips for the exploration call
- 4 Sample questions to mull before the call
- 5 Tips for the call
- 6 Details of the call
Call structure
- 7 Agenda aide memoire
Rebooking/cancellations
- 8 Initial call end of session checklist



Tips for the exploration call

It is not essential to prepare in depth for the first exploratory call with us but giving at least some thought to the session will help you get more of what you specifically need from it.

We understand that career and work concerns can feel overwhelming when suffering burnout. It is often hard to know when or where to begin. Whether it is for career support or burnout resolution - merely booking the call and getting on it may be a challenge in itself.

That all said - we have a standard pro forma that we can go through in the event that you simply don't know what to suggest or cannot find the energy or time to think.

You can make some notes while we are talking and we might ask you to specifically note something down. After the call it is a good idea to make some extra notes and not to have to rush off so that you can reflect on our conversation and any actions you may need to make.

If you would like to record the call for your own use that's absolutely fine - it is your call - for you. However we caution against sharing it with others unless we have had a conversation about how this will be done and with whom. If you would like a supportive someone present in the room with you at the call - that's ok too. We are happy to involve a supportive family member or supportive colleague if that feels right to you.



Sample questions

When do you think the your concerns started?

This is not always clear to a person until they take the time to properly look back. It may be there have been several episodes of career doubt or of burnout going back quite some time.

What may happen if you do not address these concerns soon?

It is hard to face up to things that have drifted or that seem monumental to shift and when a person has been so focused on merely hanging on - they will not be looking ahead.

Discussing possible outcomes of action and no action can provide some extra motivation.

Do you think anyone else has noticed changes in you?

When burnout is present a person may be so focused on how on earth to power through each day that they may not be aware of the effect their burnout is having on others. Friends, family and work colleagues may not fully understand but they may be only too aware that something is not quite right.

How is your general health?

Work and burnout has effects on both mental and physical functioning.

How do your family and work respond to any requests you make?

Not everyone is consistently constructive where burnout is concerned and so it may be important to educate others.

What if any help have you already accessed and what effect has that had?

This informs what support is already in place and what further support to consider (or avoid).



Tips for the calls

For some people a single call is the catalyst that is needed.

For others some follow up calls may be advisable or proceeding to one or more of our training and support programmes.

We do not need to see your agenda - but during the call - try to have it handy.

Don't worry if it is not comprehensive - we can add what we think helpful as we go.

Not having enough to talk about is never a problem with or without agendas but having one helps to keep us on track.

Try to be ready for the call at least a few minutes beforehand and to have a glass of water or cup of something ready. After the call please also spend a few minutes reflecting upon it rather than rushing off to the next task of the day. It is important that you start prioritising, protecting and making time for addressing burnout. Conversely trying to stuff our session into an already overfull day and dashing straight into your next meeting will almost certainly reduce the effectiveness of our burnout work together.

In an ideal world - half an hour before the call mulling your agenda and half an hour after it will increase the value and effect of the session.



Details of the assess/explore call

You will receive a Zoom meeting link for the video call - usually when you book (but occasionally this might be a minute or so before the time you have booked if you have changed the time or there are any connection problems at our end - so please check email just before the call).

If you have any difficulty getting onto the call you can text to 07702 182428 . Please use this number if you suddenly need to change from zoom to a plain phone call eg. are unexpectedly without internet or have difficulty accessing the meeting.

It is lovely to meet you in person so we do prefer video but a phone call in the event of tech failure is always a back up option. And phone calls are just as productive.

The video or phone meeting will be 55 minutes.

Anything you say to us is strictly confidential unless we feel you are needing urgent help in which case we would ask for your permission to involve others.

Structure of a call

This will of course vary from person to person and whether it is a first call or a follow up but it is still an idea to have in mind some stages

- Introduction - update : you can share your main concerns (or progress since our last call if its a follow up)
- The main agenda: (see below)
- What are the key actions or learning points to take away?
- When to speak next or what next?
- Sign off



Agenda aid memoire

Update from last time:		Date today
Top priority items for discussion	Action	
1		
2		
3		
4		
5		Date next meet
Key take aways		

You are not obliged to use this chart but it can at times make a call considerably more effective.

You can keep it to yourself or send us a screenshot (hand written or typed) or if you are sufficiently tech savvy we can share it on screen even!!

Rebooking & cancellations

No cancellations or time slot changes can be accepted with less than 24 hours notice.

With a minimum of 24 hours notice you can cancel and rebook using the login details you used to make the booking.

To do this - log into the [booking system](#) and browse the calendar to find an alternative time.



Initial call end of session checklist

After the very first call we have together we often set a few challenges for example to have a think about some of the following before we speak again. This is not something we provide for follow up calls.

Some of these points we may cover on the call and not all will be relevant to you but we find many of these have some merit. We can even discuss them on the call if there is time. If time runs out - you can mull these yourself if it is our first call.

We don't need to know private medical information such as medication but it may be important to raise such things with your doctor.

- Who if anyone - at work - can you speak to:
- Is some clinical medical input a good idea? GP? Occupational health? Private health?
- Are you on any medication prescribed for burnout? Does this need amending?
- What time can you allocate each week to burnout elimination? 30/60/90minutes?
- If you cannot allocate any time - what can you do to begin to prioritise this time?
- Who is very supportive with regard to your health and wellbeing?.....
- Who is not that supportive?
- What would happen if you needed prolonged sick leave? (Assuming you are not already on it)
- What is the biggest change that would immediately make things feel better?
- How long are you prepared to focus on turning burnout around 4/12/24/52 weeks
- What is the ideal outcome from addressing burnout fully?

The geese can't wait to welcome you to the call where you can begin or further the burnout reversal planning and learning.