

Help, my company's burnt out!

How did this happen?

"In many cases, it is not the immediate work, at least not exclusively, that is experienced as stressful. If, for example, in studies on work satisfaction, people are interviewed about how they are doing in the performance of their work, sooner or later the circumstances, or more precisely the organizational conditions under which the work is performed, are mentioned.

The symptoms of this are reluctance, cynicism, coldness, inner resignation and, in the worst case, the (direct or indirect) penance of those under their protection for the frustrations they have had to endure“

(Ewald E. Krainz: Leiden an der Organisation, in: Krainz et al.: Burnout und Prävention, Springer-Verlag, Wien 2011).

"Sometimes one also encounters the opposite eccentricity, namely when those treating and those being treated "ally" against the organization that makes treatment possible in the first place. Teachers ally themselves with students against the management or the administration; teachers vociferate with students against the university, etc.; in the triangular relationship between organization (in the form of their representatives), practitioners and patients, the 2-to-1 constellation shifts, "normally" organization and practitioners are on the same side, the objects of the activity are opposite them.

All this is one of the symptoms of organizational burnout. At the same time, these phenomena are so "normal" that they are not recognized at all as worrying findings about the "state of health" of an organization.

As a consequence, many topics that are to be considered relevant to the organization and that should be of interest to the management of the respective organizational areas are not officially addressed, but instead characterize the informal discussions - in the breaks at work, over coffee, "between the door" (ibid.).