

RSA®Conference2020

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HUMAN
ELEMENT

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Flameproofing your Career: Preventing Burnout and Dealing with Adversity



Karen Freeman Worstell

Advocate for Cyber People and Principal Optimist

W Risk Group LLC

@karenworstell

@mojomaker4wit

#RSAC

My Story



NOT ONCE BUT TWICE...

Burnout syndrome can result in serious health consequences
The good news is, it is preventable

What is Burnout?

- World Health Organization recognizes burnout as a distinct occupational stress related “syndrome.”
- It results from **chronic workplace stress** that has **not** been successfully **managed** including:
 - feelings of energy depletion or exhaustion;
 - increased mental distance from one’s job, or feelings of negativism or cynicism related to one’s job;
 - reduced professional efficacy.

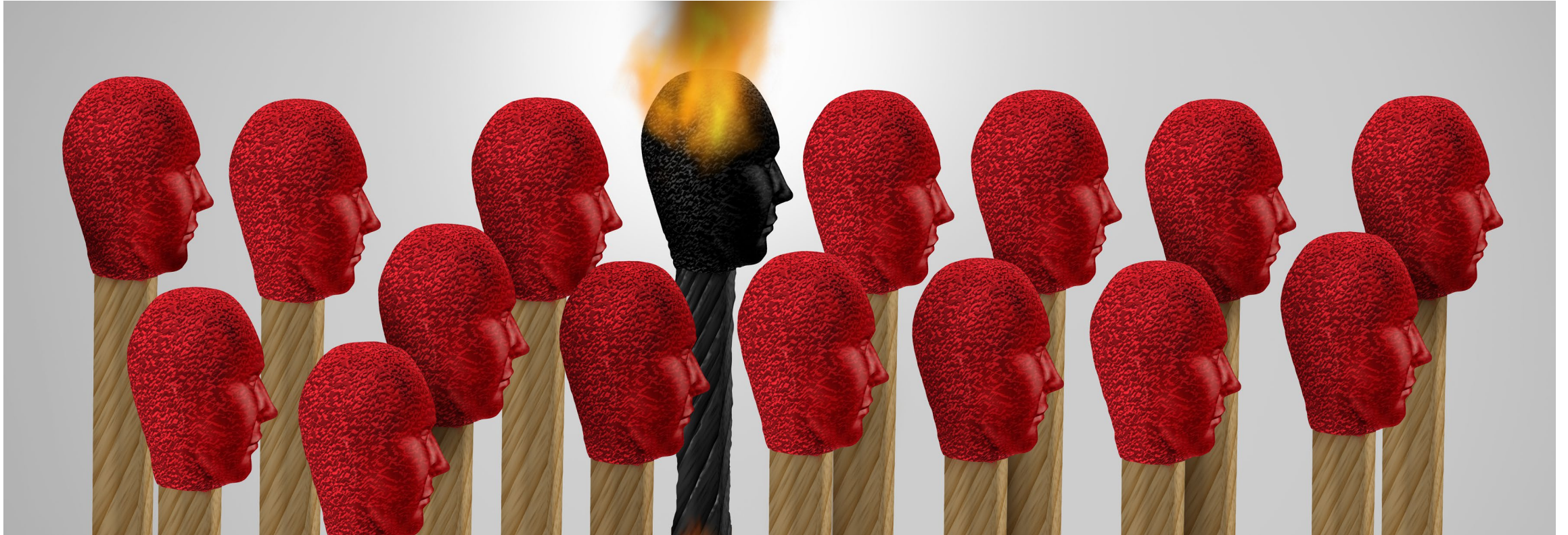
<https://www.stress.org/burnout-is-now-an-official-medical-condition>

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**#chronic #workplace #stress #not
#managed**

**We need to address this organizationally as well as
individually**

Organizational Hazard of Burnout



MY BURNOUT SYNDROME IS YOUR BURNOUT SYNDROME

The underlying origins causing burnout are up to management to address

Emotional and Physical Exhaustion



THEY ARE NOT IN YOUR HEAD

But the beliefs, values, and patterns that lead to them are – and you can change them

Cynicism



Why do leaders need to address contributing factors?

It is the symptom of an underlying belief system and an illogical thought process that essentially throttle creativity and innovation in its infancy.

Cybersecurity Hamster Wheel of Pain



A METAPHOR FOR CHRONIC PERPETUAL INEFFECTIVENESS

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Actionable Strategies

Turnaround is possible: starting with you

Know Yourself: Key to Burnout Prevention

- Answer this question: what do you want?
- Choose Your emotions – they determine the quality of your life.
- Become conscious of your core beliefs about yourself and the way the world works.
- Understand what you value and the rules that you make for your value system.

Your Emotions Determine the Quality of Your Life

You choose them by managing your state



FOCUS

Your energy will flow where you focus. Focus affects feeling - if you dwell on your mistakes, you feel very differently than if you focus on the potential of the future.



PHYSIOLOGY

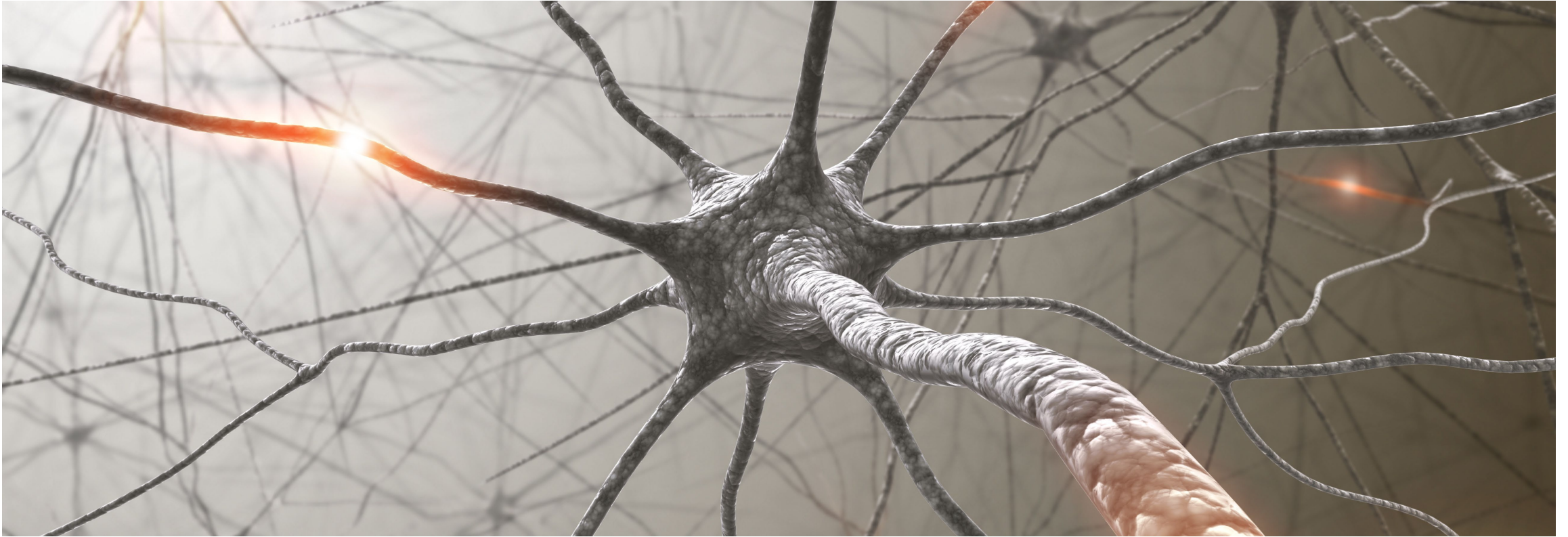
Your physical state is the single most important contributor to a beautiful state. This means eating to balance and fuel your body, physical exercise, sleep, and play.



LANGUAGE

Our language is the way we convey our beliefs, attribute meaning, and generate emotion.

Best Brain Hack Ever?

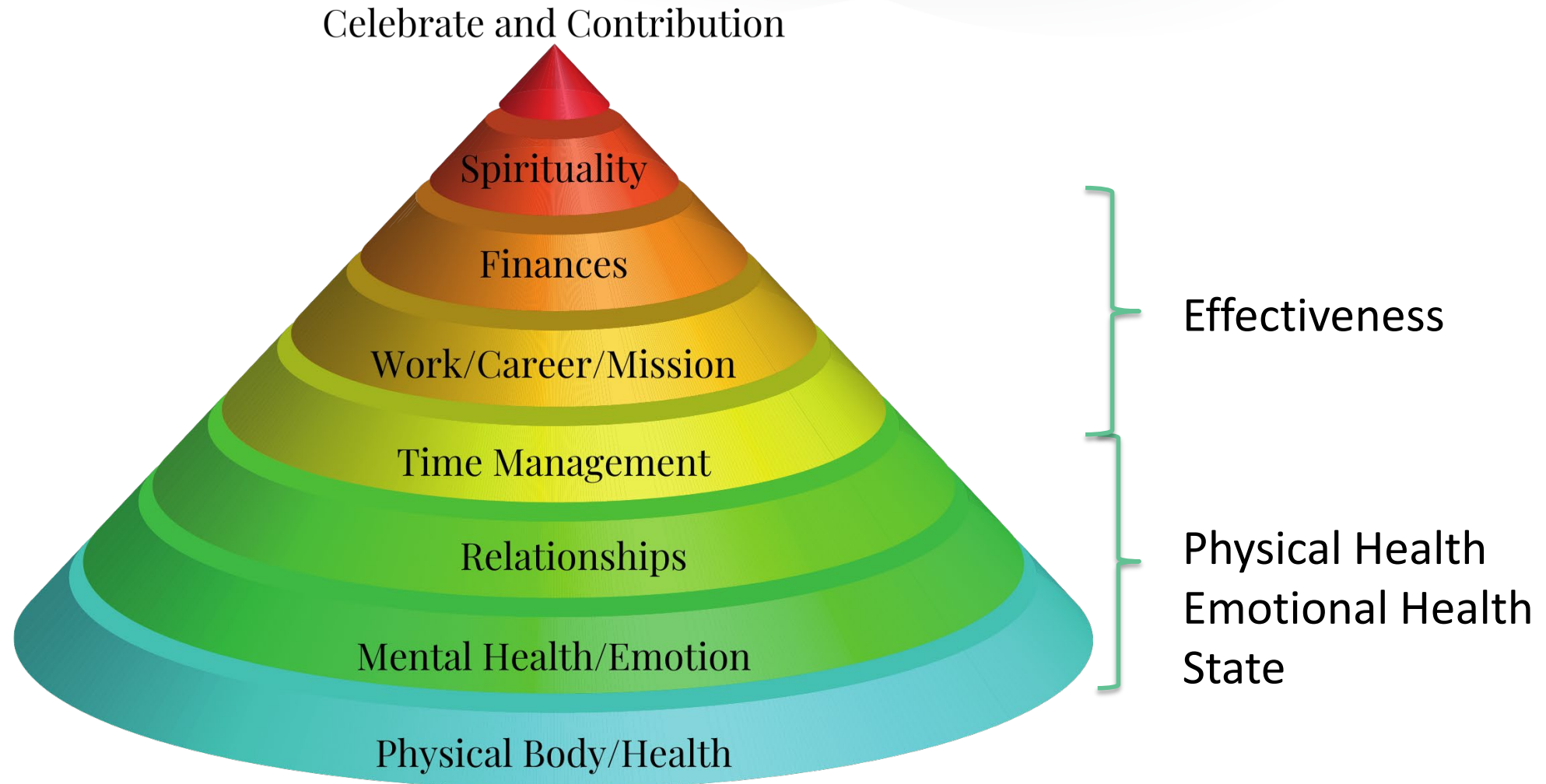


USE YOUR OWN NEURAL NETWORK TO HELP YOU FIND MORE OF WHAT YOU WANT

Reticular Activating System (RAS) is your customizable filter to focus

When You Live a Balanced and Fulfilled Life – Burnout Can't Take Hold

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Focus – What is Your Primary Question



YOUR PRIMARY QUESTION IS A REFLECTION OF YOUR FOCUS

Changing Your Primary Question Could Change Your Life

Know Yourself: Six Universal Human Needs



CERTAINTY

The need for stability, predictability, safety, and comfort.

Code Words

comfort, security, safety, stability, feeling grounded, predictability and protection



VARIETY

Need to “mix it up”, crisis management, change, mood swings, entertainment, exploration.

fear, thrills, instability, change, entertainment, suspense, exertion, surprise, conflict, crisis



SIGNIFICANCE

The need to feel special and recognized.

pride, importance, standards, achievement, performance, perfection, evaluation, discipline, competition, respect, and rejection



LOVE/ CONNECTION

The need to feel connected and that you belong.

Code Words

togetherness, passion, unity, warmth, belonging, tenderness and desire



GROWTH

The need to learn and expand your abilities.

developing, learning, self-improvement, studying, and understanding



CONTRIBUTION

The need to give to others without expecting anything back.

giving, sharing, helping, supporting, guiding, teaching and making a difference

Acedia – "The Noonday Devil"

- Acedia is often mistaken for burnout or depression. Also called "sloth."
- It is a state of mind – as if your soul's song went silent.
- It is directly related to an environment that demands that you care about everything at a high level all of the time.
- The net result is disengagement from life and vocation and a disdain for living. It is not laziness.
- It is a particular trap of the 24/7 pressure of Cybersecurity.



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Specific Techniques and Application

Putting Strategies into Daily Practice

Prevention and Antidotes for Acedia

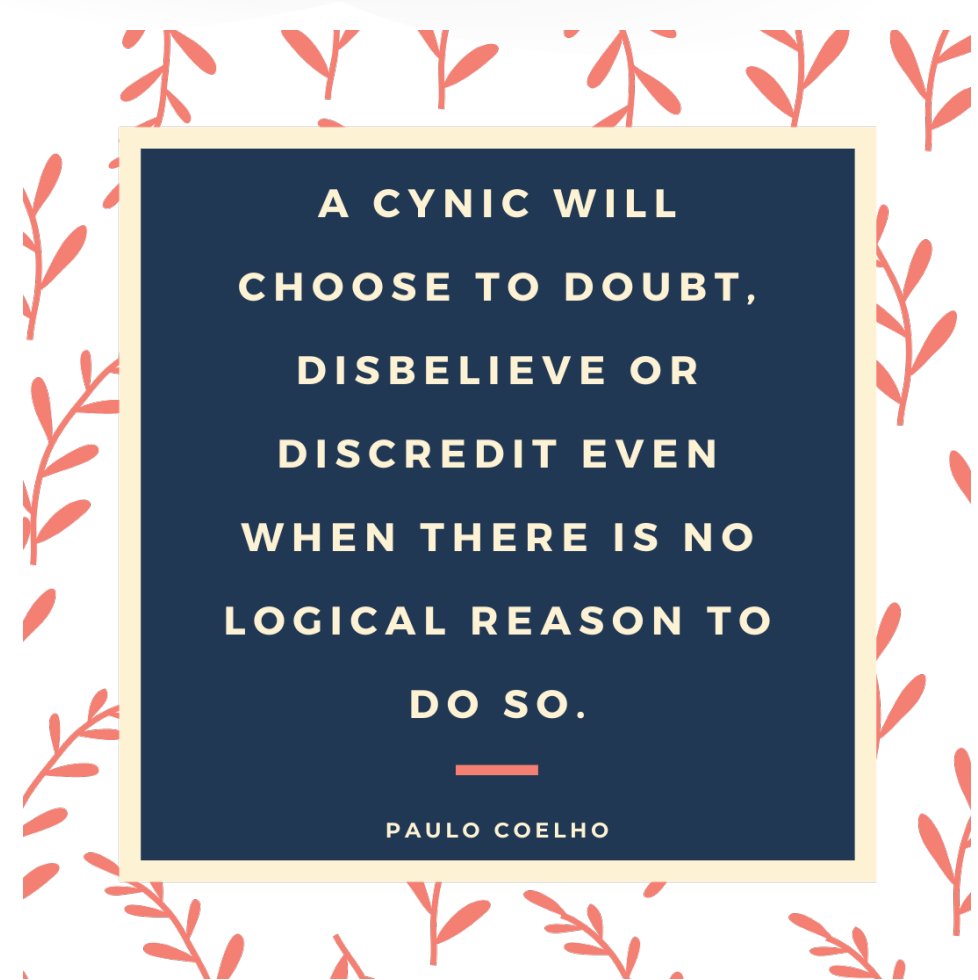
- Specific action that contributes to what is meaningful to you – something that ignites your soul's song.
 - Set aside time in the morning to start the day.
 - Combine multiple activities if that works best for you.
 - Include gratitude, beauty, connection to your Higher Power, breath work, physical movement.



Prevention and Antidotes for Cynicism

Actions

- Believe that you can change this.
- Become aware and acknowledge this behavior.
- Set your intention for optimism.
- Focus on what is working well, on catching people doing things right, and on the positive attributes of others.



BELIEVE



DO YOU BELIEVE YOU CAN MAKE IT BETTER?

Deep within each of us is an inner longing to live a life of greatness and contribution – to really matter, to really make a difference. We can consciously decide to leave behind a life of mediocrity and to live a life of greatness. Stephen Covey

Thank you!

Please help us make these labs better.
Tear out the evaluation form on Page
19 and leave it at the back of the room.

If you have questions after the event,
tag me on Twitter @karenworstell or
leave me a DM.

*"Being an ally is the kevlar shield
against burnout." Karen Worstell and
Selena Templeton, RSAC 2019.*

