

# Out with Burnout

## Managing Burnout Effectively

A structured programme designed to help leaders and teams recognise burnout signals, manage energy consciously, and turn pressure into sustainable performance.

# 1 Context & Client Challenge

A telecommunications company, operating in a high-pressure environment characterized by intense work rhythms, strong external exposure, and continuous demand for results, identified rising levels of stress and consistent signs of burnout across its teams.



In a context where speed, creativity, and constant availability were highly valued, several critical indicators began to emerge:

- Prolonged workload associated with demanding deadlines
- Emotional and cognitive exhaustion becoming progressively normalized
- Declining engagement and creative energy
- Negative impact on decision quality and relational effectiveness
- Leaders aware of the issue but lacking a structured prevention framework

Although the organization had already implemented several well-being initiatives, it became clear that burnout could not be addressed solely through individual awareness. It represented an **organizational risk** with direct impact on productivity, talent retention, reputation, and consistency of performance.

The challenge therefore became strategic:

**How can burnout prevention be integrated into the organizational culture without reducing expectations or compromising results?**

# 2 The Solution

## Thrive Partners Approach

Thrive Partners positioned the “**Out with Burnout**” program not as a one-off awareness initiative, but as a structural intervention focused on **culture and leadership**.



## The approach was built on three strategic principles:

- a) Burnout is an **organizational risk**, not merely an individual issue
- b) Prevention requires **clear criteria, shared responsibility, and active leadership**
- c) Consistent performance depends on the **conscious management of energy, expectations, and priorities**

The intervention was designed as an **integrated model**, aligned with the organization’s well-being strategy, combining leadership capability development with broad employee awareness.

The process began with **leadership development sessions (7 hours)** focused on the role of leaders as regulators of organizational pressure and key actors in burnout prevention. Particular attention was given to strengthening leaders' self-awareness regarding the impact of their decisions, priorities, and behaviors on team energy, motivation, and balance, as well as their ability to identify early signs of strain and act preventively

This was followed by **employee awareness workshops (4 hours)** aimed at strengthening organizational literacy around burnout and increasing self-awareness regarding early signs of exhaustion and energy management. Participants explored practical strategies for prevention and self-regulation, translating these insights into concrete actions applicable to their professional context.



Through this approach, burnout ceased to be treated as an isolated event or individual weakness and began to be understood as an **indicator of cultural maturity, leadership quality, and organizational alignment regarding well-being and performance.**

# 3 Critical Success Factors

The programme's success was built upon six structural pillars.

- **Positioning burnout as a strategic organizational risk**
- Clear distinction between **individual capability development and leadership responsibility**
- Explicit integration with the organization's **well-being strategy**
- Direct link between **mental health, productivity, and talent retention**
- **Safe yet demanding spaces for reflection and accountability**
- **Immediate applicability to the real work context**



# 4 Results & Impact

The programme contributed to a shift in perspective: moving from reactive management of exhaustion to a more conscious and preventive approach to managing organizational energy.

## Individual

- Greater ability to detect early signs of exhaustion
- Reduced perception that exhaustion is a sign of commitment
- Improved emotional regulation and energy management

## Teams

- Clearer conversations about workload, priorities, and expectations
- Earlier preventive intervention in situations of strain
- Greater balance between demand and support in team dynamics

## Organizational

- Leaders more aware of the impact of their decision on team health and well-being
- Burnout integrated into the organization's strategic agenda
- Stronger organizational culture focused on managing pressure and protecting well-being



# 5 Participant Testimonials

Participants described the programme as:

*“Very useful for increasing self-awareness and recognising signs we usually overlook.”*

*“It helped me reflect on how I manage stress, energy and limits — both my own and those of my team.”*

*“It brought clarity and awareness to key topics related to balance at work.”*

*“It made me think about things I don’t usually stop to analyze in my day-to-day.”*

*“Important, thoughtful and necessary — a critical topic addressed in a practical yet light way.”*

*“It helped me approach well-being in a more structured way, with greater individual responsibility.”*



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