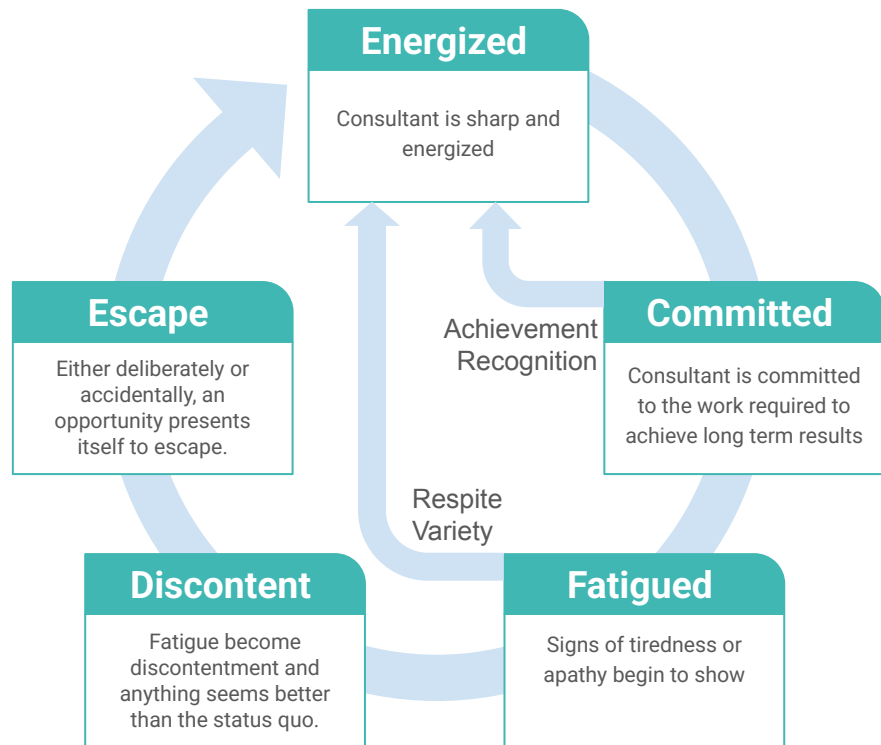


Service Delivery Burnout

- Burnout is an occupational hazard for consultants
- Prolonged effort without respite typically leads to Burnout
 - Serving Others
 - Lack of Recognition
 - Lack of Results
- Which is why it is often suffered by Service employees.
- Burnout however, can also be a cycle that is repeated because we are passionate about our craft and commit ourselves to working hard at it.

**It is nobodies fault that Burnout occurs.
It is a shared fault if nobody cares.**

The Burnout Cycle



Manager - Employee Burnout Management

1:1 Reviews



- **DO NOT** allow a consultant to go more than 1 month without a conversation about their current status and future growth
- **Record Information** - This is important stuff!
 - Career Development Plan
 - Work Commitments
- **1:1 Template**
 - 5 Year Career Vision
 - 12 Month Career Goal
 - Next Best Step
 - Engagement Score
 - What's needed to get +1

10
OK, for now

9-8
Good

7
ALERT!!

>6
HELP!

Inspect & Respect

- Your person attention and guidance is an incredible retention tool
- What you inspect sets the priority
 - Project Dynamics
 - Work Product / Customer Feedback
- Give clear guidance on what you expect
- Ask others for feedback on the individual's work product and skills
- Take Action:
 - Give Recognition
 - Give Feedback
 - Guide the Improvement

Skill & Career Development

- The issue with ongoing development is not the identification of the need, but the actual follow through.
- Managers must take the time to help them make the time
- If they feel as though the company's need for revenue is never less important than their need for development, they will leave.
- Help them identify their target chargability rate that would account for their monthly or quarterly training.

Eg: If 8 hours of training is desired in a month and the target chargability is 75% then we can reverse engineer the desired chargability that would allow for the training.

Instead of targeting to reach 132 billable hours of 176 we can target a run rate of 132 hours from 168 (78.6%)