

COMPLIANCE OFFICER BURNOUT. ARE YOU AT RISK?

Burnout: “A state of mental and physical exhaustion caused by one’s professional life.”

– Herbert J. Freudenberger, Psychologist (1926–1999)

Compliance professionals are known to be highly goal-oriented people who give of themselves completely and are perfectionists who sweat the details—lots of them. For some, the lack of life-work balance in this increasingly regulated marketplace has shortened their intended careers.

Cause, Effect and Answers: Delegation and Outsourcing

A panel of medical experts convened to discuss job burnout determined that two of the most prominent business decisions to relieve job stress are delegation and outsourcing. “Outsource all you can afford to, and I can’t emphasize that enough,” said Dr. M. Jennifer Derebery, MD, of Los Angeles.

An Overlooked Risk Factor

Compliance professionals are at a significant risk of developing burnout. The very nature of the job entails dealing with unplanned emergencies, the expectation of co-workers that he or she is the “go to” person for everything, long hours that cannot be structured within the traditional workday, and oftentimes deferred family time and the deferment of the gratification that goes along with it.

The Signs of Job Burnout

The Mayo Clinic has compiled a short list of questions which, if answered in the affirmative, may be indicators of an employee experiencing job burnout:

- > Have you become cynical or critical at work?
- > Do you drag yourself to work and have trouble getting started once you arrive?
- > Have you become irritable or impatient with coworkers, customers, or clients?
- > Do you lack the energy to be consistently productive?
- > Do you lack satisfaction from your achievements?
- > Do you feel disillusioned about your job?
- > Are you using food, drugs, or alcohol to feel better or to simply not feel?
- > Have your sleep habits or appetite changed?
- > Are you troubled by unexplained headaches, backaches, or other physical complaints?

Other conditions might also be the cause of the above symptoms, and therefore, diagnosis should always be rendered by a health-care professional who is in a position to examine the employee’s health from a holistic perspective.

Behavior Modification Can Help

Job burnout does not necessarily mean that it is time to move on; in fact, there are various ways to restore the required equilibrium in one’s life rather than abandon an otherwise rewarding career. The most important modification is to set boundaries between “work time” and “family time.” Technology has obliterated that distinction to the point that many professionals spend more time checking cellphones for e-mails and text messages than taking in any other scene in their surroundings—including when with their children.

To find out how your overworked and overwhelmed in-house compliance staff can benefit from compliance outsourcing, contact GreenPoint Legal’s team of professionals today.

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