Once a quarter, our People Science team does a deep dive into our global employee engagement and workforce data to better understand how our employees’ happiness levels. The insights in this edition of Glint’s Employee Well-Being Report were sourced from a blend of Glint People Success Platform data and Glint-designed surveys of employees’ well-being. A sample of more than 9 million Glint survey responses. More than 600,000 survey comments and surveys of 2,000 LinkedIn members were analyzed to produce data-driven insights into people’s happiness and connections, and other topics shaping the employee experience.

**Burnout**

Our metric is the average percent of survey comments that express at least one risk factor of burnout, like stress, workload, anxiety, and other related cues. Little or no support from manager/peers, employees most frequently cited feeling disconnected from colleagues, Little or no acknowledgment of good work, Con/flict between home and work demands, Overwhelming workload, and/or Little or no support from manager/peers.

In our years of data collection and analysis, we have found that employee happiness is a precursor to business success. This increase comes after burnout had experienced an uptick in late 2019/early 2020. Between August and December 2020, employee burnout comments increased 22%, reversing a decline that had been observed earlier in the year. This increase comes after burnout had experienced an uptick in late 2019/early 2020. Between August and December 2020, employee burnout comments increased 22%, reversing a decline that had been observed earlier in the year.

**BURNOUT AND THE GENDER DIVIDE**

Women cited experiencing overwhelming workload more frequently than men. The biggest predictor of burnout is a feeling of being disconnected from colleagues. When leaders get even closer to employee feedback, and ask questions like, “What do you think is the biggest source of burnout for people here?”, they get the real picture of what’s driving burnout. The most common response is, “I don’t feel connected to the work we do,” or “I don’t feel connected to the people I work with.” For many knowledge workers, they just want /flexibility in where they work, and leaders are recognizing that connection or to overcome burnout is likely different from one organization to another. For example, a knowledge worker logging countless hours at a desk is likely to experience burnout focusing on very different factors than a retail worker on the shop floor.

**Organizations best support their employees when they:**

- Reinforce shared culture and values.
- Arm managers with feedback results.
- Have a formal method to foster connections among employees.
- Recognize the unique experiences of employees.
- Encourage employees to take advantage of mental health resources.
- Provide strategies for leadership to overcome burnout.
- Recognize the unique experiences of employees.
- Take a comprehensive approach to mental health.
- Support employees who work remotely.
- Provide strategies for leadership to overcome burnout.
- Encourage employees to take advantage of mental health resources.
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