THE MYTH OF
EMPLOYEE BURNOUT

Matt Heller
Performance Optimist Consulting
www.performanceoptimist.com
407-435-8084
# Employee Burnout

The concept of burnout is not new, nor is it something that only happens in certain businesses. Many people have tried to overcome this phenomenon, yet it still exists in many areas. This of course begs the question: why? Why does it happen? Why haven’t our previous efforts been successful? That’s where the Myth of Employee Burnout comes in...

A myth is a...

**Burnout:**

<table>
<thead>
<tr>
<th>What is it?</th>
<th>What behaviors do you see or hear that indicate burnout is happening?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| Why does it happen? | |
|---------------------| |
|                     | |
### Purpose

What is your purpose?

### Perception

1. 
2. 
3. 
4. 
5.

### Plan

I will do these two things for myself:

I will do these two things for my employees:
As a trainer and facilitator, Matt has developed a proven track record for being able to relate to any audience and give them solid tools they can use immediately. His engaging presentations not only captivate the learner’s attention, but also encourage them to get involved and participate.

Matt’s professional career in the attractions/theme park industry began 25 years ago when he took a position as a ride operator at Canobie Lake Park in Salem, NH. Since then, Matt has enjoyed a robust career with leadership positions at Canobie, Knott’s Camp Snoopy, Valleyfair and Smiles Entertainment Center. Pulling from his previous experience, in 2003 Matt joined Universal Orlando Resort as the Senior Trainer of Leadership Development. Matt has also served on the IAAPA (International Association of Amusement Parks and Attractions) Education Committee, and as the Chair of the IAAPA Human Resources Committee from 2009-2012.

In 2011, Matt reduced his role at Universal to pursue additional independent training and consulting opportunities. He created Performance Optimist Consulting, and now helps leaders across the world make sure they are getting the most out of themselves and their teams. He does this through one-on-one coaching, interactive keynotes and customized training and teambuilding sessions.

In 2013, Matt released his first book, *The Myth of Employee Burnout*. In it, he describes his quest to find out why employees start off strong but eventually lose motivation. The book includes strategies for leaders to keep employees engaged and motivated throughout the entire “employee lifecycle”.

In 2014, Matt partnered with fellow facilitator and theme park fan Scott Brown to create LESSONS IN FUN. This immersive business building workshop helps leaders from all industries identify and adapt best practices to help improve their leadership ability and business performance.

 matt@performanceoptimist.com
 www.performanceoptimist.com
 Twitter: @PrfrmnceOptmst
 LinkedIn: linkedin.com/in/mattheller
 407-435-8084