

AssetWORKS

# YOUR STRESS-FREE GUIDE TO AVOIDING FLEET BURNOUT

# LET'S FACE IT:

Fleet management is stressful. Whether in the public or private sector, fleet professionals across the globe are facing many challenges and stressors, including electrification, technician and driver shortages, and rising costs. While occasional stressors may contribute to a fulfilling career, when stressors continue to add up over longer periods of time, burnout may occur. If left unaddressed, burnout only grows stronger, making even the simplest of daily tasks difficult to complete.

The fleet industry is essential to functioning communities. That's why AssetWorks want to provide a useful guide to help the men and women of fleet recognize the symptoms of burnout and learn the tools needed to kick it to the curb. In this guide, we will cover:

- What is burnout and how to recognize its symptoms
- Common fleet management stressors
- How to improve team culture and communication to address burnout
- How to utilize technology and automation to ease common stressors
- Helpful worksheets for individuals and managers

## BURNOUT VS STRESS

Stress and jobs often go hand-in-hand. Sometimes, stress can be a good thing. It can push teams to get more done with less resources or to carry an important project over the finish line; however, prolonged periods of stress may lead to burnout.

Job burnout is a unique type of stress, often resulting in physical and emotional exhaustion, a sense of reduced accomplishment, and even a loss of personal identity.

Anyone can be susceptible to burnout—even people who have always been top performing employees. Career burnout can occur when an individual faces chronic stress, unrelenting pressure, and a lack of resources or support to cope with the demands of their job. In the fleet industry, this could be anyone—a fleet manager trying to support their team with a reduced budget, a technician working in an understaffed shop, or a procurement specialist managing complex negotiations and bids.

## HOW TO SPOT THE BURNOUT WARNING SIGNS

Recognizing the warning signs of burnout is crucial to take appropriate steps to prevent or address it. Here are some common warning signs of burnout:

- Feeling tired and drained most of the time, even after getting sufficient rest and sleep
- Decline in job performance and productivity, making it difficult to meet deadlines and fulfill responsibilities
- A significant decrease in motivation and enthusiasm for work tasks or other activities that were once enjoyable
- Feeling emotionally detached or disengaged from work, colleagues, and personal relationships
- Being easily agitated or frustrated, and reacting more strongly to minor annoyances
- Withdrawing from social interactions, avoiding colleagues and friends, and isolating oneself
- Frequent headaches, stomachaches, or other unexplained physical ailments that may result from chronic stress
- Taking more sick days or time off than usual due to physical or mental health issues
- Feeling unable to disconnect from work even during leisure time, leading to constant thoughts about work-related issues

It's important to remember that burnout is a gradual process, and individuals may experience these warning signs to varying degrees. Recognizing and addressing burnout early on can help prevent it from escalating and becoming more severe.

## WHAT IS A BURNOUT?

**Exhaustion of physical or emotional strength or motivation usually as a result of prolonged stress or frustration.**

## COMMON FLEET MANAGEMENT STRESSORS:

- Transition to electric vehicles
- Budget cuts
- Technician and driver shortages
- Rising costs for parts and materials
- Succession planning and retirements
- Lack of communication with other departments
- Data overload

# HOW TO PREVENT BURNOUT IN THE FLEET MANAGEMENT INDUSTRY

## Company culture

A positive and supportive company culture can play a significant role in helping to prevent and address burnout among fleet employees. Company culture refers to the shared values, beliefs, attitudes, and practices that shape the work environment and the interactions within an organization. A healthy and fun company culture can contribute to employee well-being, job satisfaction, and overall mental health, which in turn can help reduce the risk of burnout.

For fleet leaders, there are many opportunities to enhance company culture, including:

**Opportunities for Growth:** Providing opportunities for skill development, career advancement, and learning can give employees a sense of purpose and progress in their careers, reducing the feelings of stagnation that may lead to burnout. For fleets, this may include encouraging employees to pursue a new certification or securing budget for more employees to attend industry conferences or software training events.

**Supportive Leadership:** When leaders prioritize employee well-being, demonstrate empathy, and encourage open communication, employees feel more comfortable discussing their challenges and stressors. Supportive leadership can lead to the implementation of initiatives and policies aimed at reducing burnout and promoting work-life balance.

**Recognition and Appreciation:** Recognizing and appreciating employees' efforts and accomplishments can boost morale and job satisfaction. Feeling valued and appreciated for their contributions can help employees feel more motivated and less susceptible to burnout. This can be as simple as saying 'thank you' after an employee completes a project or even throwing a pizza party for the entire team at the end of a particularly busy time.

**Clear Communication:** Transparent and clear communication from management can reduce uncertainty and ambiguity, which are potential stressors contributing to burnout. Sometimes, employees may not understand the causes of challenging situations, which can lead to frustration and disconnection. When managers clearly communicate everything—the good, the bad, and the ugly—employees feel more connected to the fleet as a whole.

It's important to note that while a positive company culture can significantly help in preventing and managing burnout, it's not a standalone solution. Fleets should also address systemic issues, workload distribution, and organizational factors that may contribute to burnout. By combining a supportive company culture with practical strategies, fleets can foster a healthier and more sustainable work environment that promotes employee well-being and reduces the risk of burnout.



## Technology and automation

Think about the ways technology and automation have improved our lives. Software and technology play a vital role in helping fleet organizations address common stressors and improve overall efficiency, as well as reduce burnout in employees by streamlining complex tasks.

**Modernizing the shop floor:** Fleets everywhere are feeling the pain of the technician shortage. It is more difficult for fleets to find and retain top quality talent on the shop floor. The lack of skilled technicians can contribute to burnout because the technicians on the team may be overworked. Mobile technology can help alleviate the potential for burnout through providing a modern, efficient, and tech-forward work environment. This will help attract the next generation of technicians, as well as streamline the daily work for more seasoned technical.

**Sustainability and electrification:** With fleets across the globe making the switch to electric vehicles, electrification is a major factor in fleet employees' burnout levels. Technology plays a crucial role in streamlining the electrification process for fleets, making the transition to EVs as stress-free as possible.

Charge management systems enable fleet operators to monitor the status of charging stations, remotely manage charging sessions, and track charging expenses. This technology ensures efficient charging, prevents charging station abuse, and optimizes the use of charging infrastructure.

EV-specific route planning tools consider factors such as battery range, charging station availability, traffic conditions, and weather to create optimized routes for EVs. These tools help fleet drivers avoid range anxiety and effectively plan their journeys with charging stops when necessary.

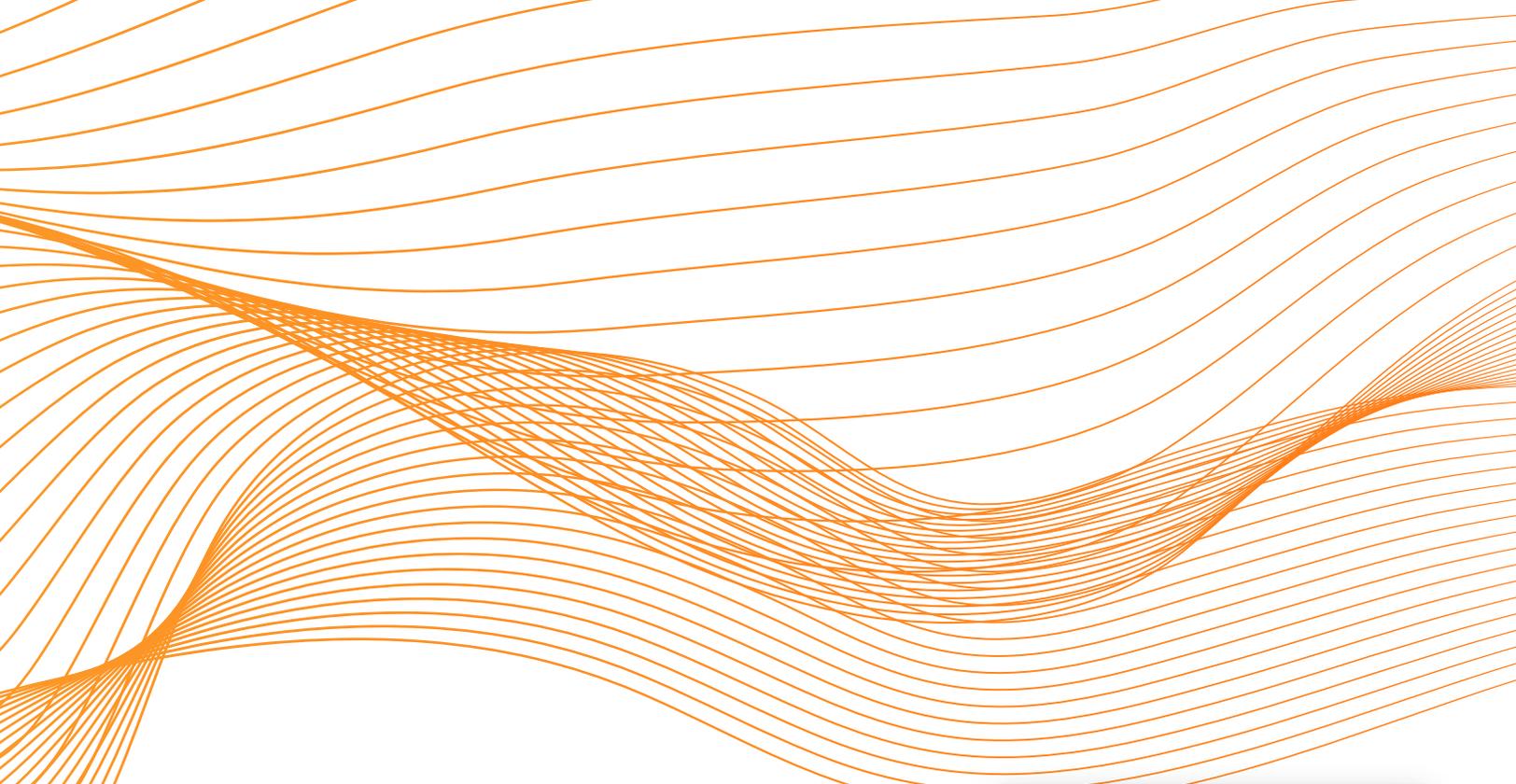
Seamless integration of EV data and charging information with existing fleet management systems helps streamline the overall fleet operations, making it easier for fleet managers to monitor, analyze, and optimize their EV fleet.

By leveraging technology, fleets can overcome some of the challenges associated with the electrification process and successfully transition to electric vehicles and avoid burnout.

# HOW TO MAKE TRANSITIONING TO ELECTRIC VEHICLES SEAMLESS:

**Having a comprehensive charge management system ensures efficient charging, prevents charging station abuse, and optimizes the use of charging infrastructure. Furthermore, integration of EV data and charging information with an existing fleet management system can help to streamline fleet operations.**





**Life-cycle cost analysis:** Life-cycle cost analysis (LCA) is essential for fleets because it provides a comprehensive and long-term view of the total cost of owning and operating vehicles throughout their entire life cycle; however, these analyses are stressful and complex, often taking weeks to generate manually. There are many variables to consider when calculating LCA, including:

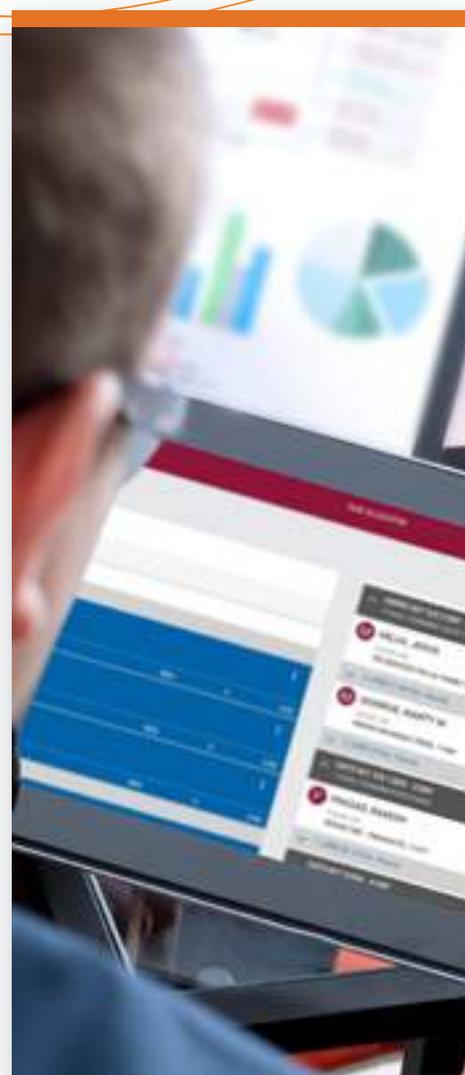
- Fleet size and vehicle makeup
- Maintenance complexity
- Data collection
- Fuel and EV charge
- Regulatory changes

Despite its complexity, LCCA is essential for fleet management, as it provides valuable insights into the true cost of vehicle ownership and operation. To address the challenges, fleet managers can leverage advanced fleet management software, telematics solutions, and data analytics tools to streamline data collection, analysis, and decision-making for more accurate and effective life cycle cost analysis.

## CONCLUSION

Burnout is everywhere, even in the fleet industry. To cope with burnout, fleet managers can implement effective strategies such as improving communication and collaboration, investing in training and development for drivers and staff, adopting advanced fleet management technologies, prioritizing driver safety and well-being, and promoting a positive work culture that supports employees' mental health and well-being.

To learn more about the fleet management technologies mentioned in this guide, contact the AssetWorks team today at [assetworks.com/fleet](https://assetworks.com/fleet).



# WORKSHEET 1

How to recognize and address burnout in yourself

1. What signs of burnout are you noticing in yourself? Check all that apply.

**i. Energy**

- Trouble Sleeping
- Fatigue
- Difficulty beginning task

**ii. Physical**

- Headaches
- Body aches and pains
- Getting sick more often

**iii. Effectiveness**

- Trouble concentrating
- Diminished productivity
- Poor memory
- Low job satisfaction

**iv. Enthusiasm**

- Cynical
- Impatient
- Irritable
- Depressed
- Anxious

2. How you can address burnout

- Prioritize self-care
- Set boundaries
- Take time off
- Seek support from friends, family, and colleagues
- Disconnect from work when off-the-clock

# WORKSHEET 2

How to recognize and address burnout in your employees

1. What signs of burnout are you noticing in your employees? Check all that apply.

- Mistakes
- Exhaustion
- Irritability
- Cynicism
- Depression

2. How managers can address burnout in their teams:

- Address workload imbalances
- Foster open communication
- Show recognition and appreciation
- Lead by example
- Offer career advancement or training opportunities