Understanding & Addressing Leader Burnout

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Hello!



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GroupSolver

The Survey
Platform With
a Brain.





Process natural language answers

No more manual text coding. Open-ended questions are answered unaided, but our algorithm quickly validates the most important answers.

Build rich quantified data

Our process builds rich quantified data sets of natural language answers and quantifies relationships among them, so they can be further used in traditional quantitative analyses.

Uncover trends

GroupSolver® clients are empowered to uncover trends, identify personas, and develop customer stories with richer data than is possible from traditional surveys.





Meet Deloitte's in- house proprietary asset for next-gen primary research

Pixel Insights combines crowdsourcing and gig with AI and analytics to create a next generation research experience. We've curated a portfolio of 3rd party research vendor tools that allow you to identify, engage and understand the voice of the consumer, expert or employee through traditional and innovative methods.

Meet Deloitte Pixel Insights

Premiere partnerships

Pixel boasts a portfolio of 12+ vendors curated by design to leverage the best offerings in the primary research marketplace across diverse use cases.

Expansive experience

Pixel has executed 200+ research projects and counting, driving next-level insights for clients. Each project is managed by one of Pixel's experienced research advisors to support seamless execution end-to-end

Personalized plan

Pixel crafts a comprehensive research approach for each unique client to stretch your budget and deliver on desire outcomes.

100% virtual

Pixel's solutions are completely virtual, interacting with audiences in any geography, at any time.

• Ideas to insights faster than ever

Deloitte Pixel enables project teams to go from idea to insights in as quick as 3 days. Our average research project lasts 7-10 days, compared to 4+ week turnarounds through traditional research avenues.



The Client's needs

Deloitte's client is a **multinational corporation** with business in over 150 countries. They came to Deloitte after they **suspected issues of burnout** among senior leaders and wanted to investigate the cause.

Allow company leaders to express burnout concerns in confidence

Understand
the root cause
of burnout from
employees
themselves

Create actionable solutions to mitigate burnout



Study Design

2000 respondents across various industries, regions, and sectors

Utilized scales for leaders to indicate the severity of their burnout

AI Open-End allowed leaders to share why they do or do not feel burnt out

Deloitte utilized GroupSolver platform to quickly conduct the research for their client







Results & Actions Taken

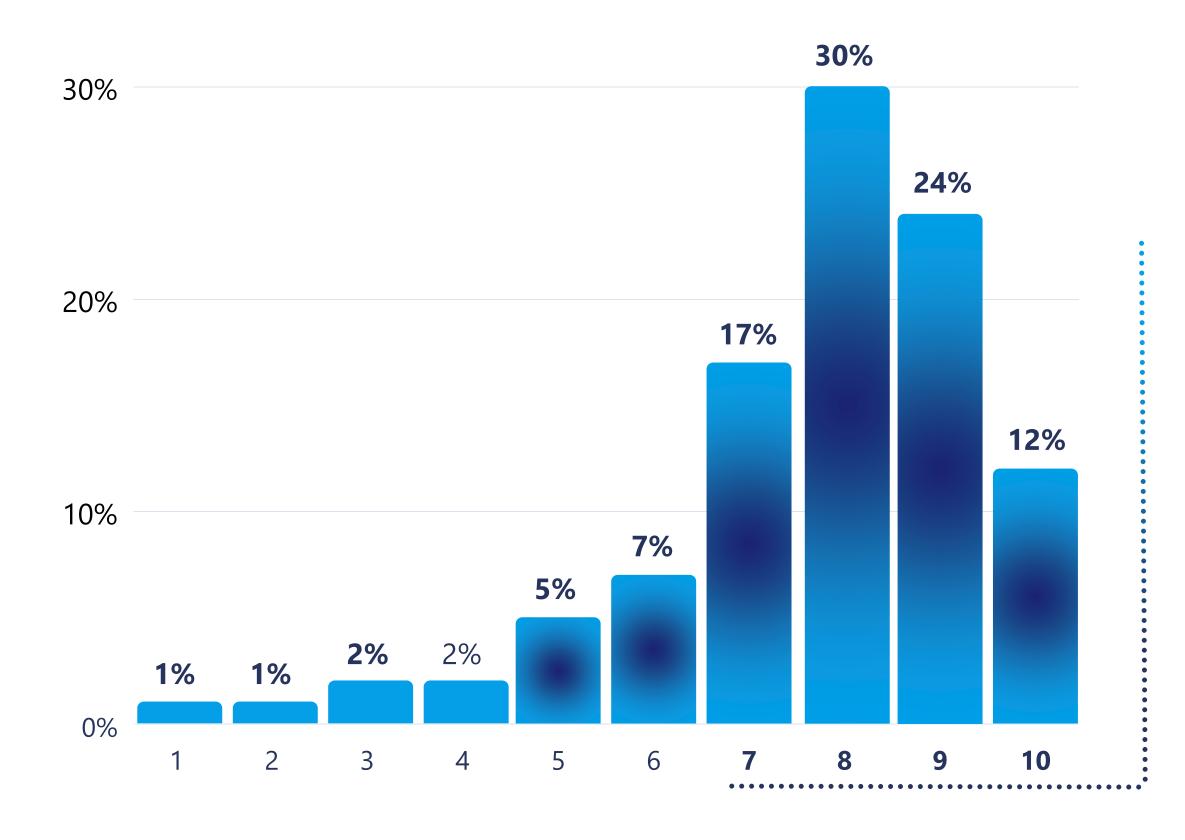
Deloitte found that their client's leaders had a **high level of burnout**, especially due to **project overload**

GroupSolver's platform revealed that leaders within different industries felt burnout for distinct reasons such as lack of resources or time.

With suggestions provided directly from the leaders, Deloitte was able to develop **effective recommendations** for the company to mitigate burnout



On a scale of 1-10 (10 being very high burnout) how would you rate your current burnout level?



83%

Of respondents rated their burnout as **HIGH** (7-10)



Average points allocated out of 100 to indicate root causes' relative impact on respondent burnout



Can you elaborate on why project workload is contributing to your burnout?

Misalignment between sales aspirations or commitments delivery realities

I'm on a long engagement, difficult client. When you add in the inability to get quality practitioners to the project team, it means that we have to lead more for indefinite periods of time

Workload has not only increased, especially with onboarding new resources

Workload increases as I am playing the role of multiple resources Talent not being there, for the talent that is there high range of capabilities / talent among them. Forces me to play down to roles and not focus on the bigger picture I feel like a cog in a wheel not a person. As an SM the is continued / increased pressure to both deliver projects and build the practice. Lack of qualified resources puts more pressure on delivery

Workload increases as I am playing managing multiple projects

It's also hard to deliver when ration of experience to new hires is imbalanced

Pursuits have gotten more intense, difficult to find the right teams to support

Increasing project demands and lack of skilled practitioners / staff puts a higher burden which in turn makes it difficult for work / life balance

I wish I had more time

Unrealistic
expectations by
leadership pmds
continuing to
sell despite no
available bench
leads to Sms
having to wear
multiple hats

The current lack of both quantity and quality of resources is exhausting

Projects are staffed reall lean

Too many demands (client and firm) to deliver

It feels like everything falls on our plate

Too little time to do other work

Each project having less resources

Non-stop zoom meetings for 5-7 hours

Delivery takes more time with lack of resources - qualified resources, turn over, remote work takes more co-ordination and with delivery quality needing to be high - we need to spend more time on basics

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84% Support Strength

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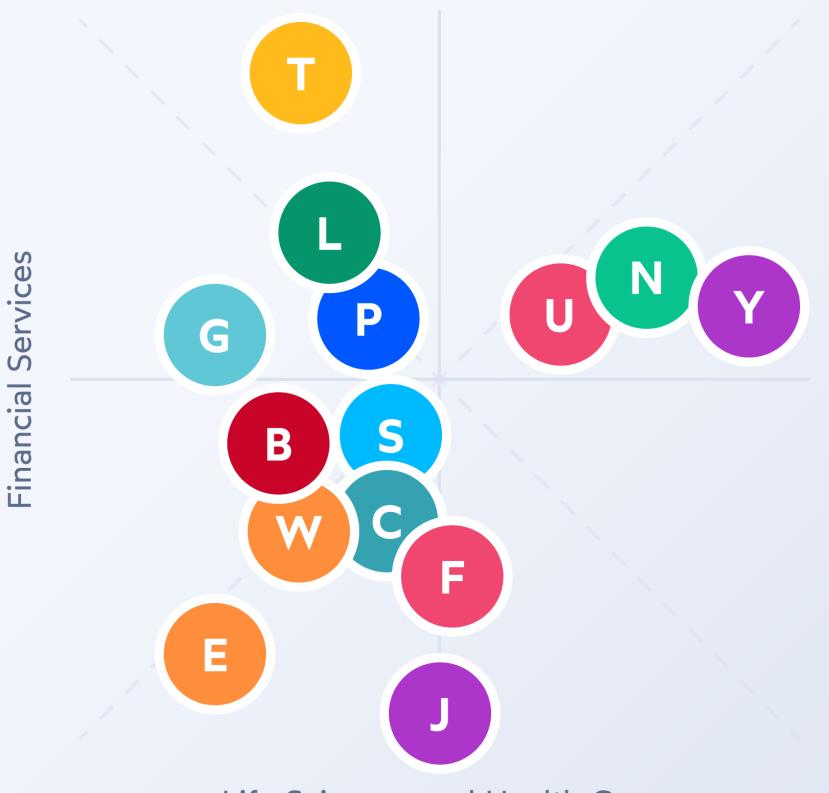
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IntelliSegmentTM

Can you elaborate on why project workload is contributing to your burnout?

Across 4 industries

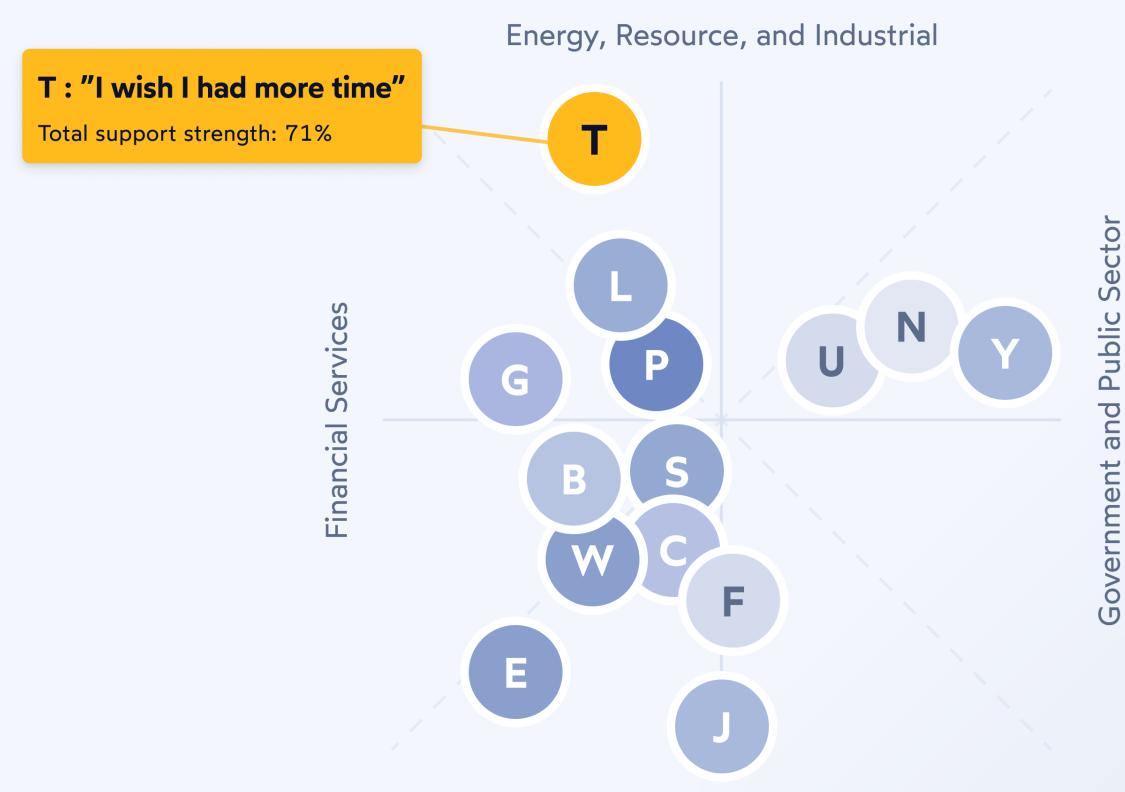
Energy, Resource, and Industrial



Life Sciences and Health Care



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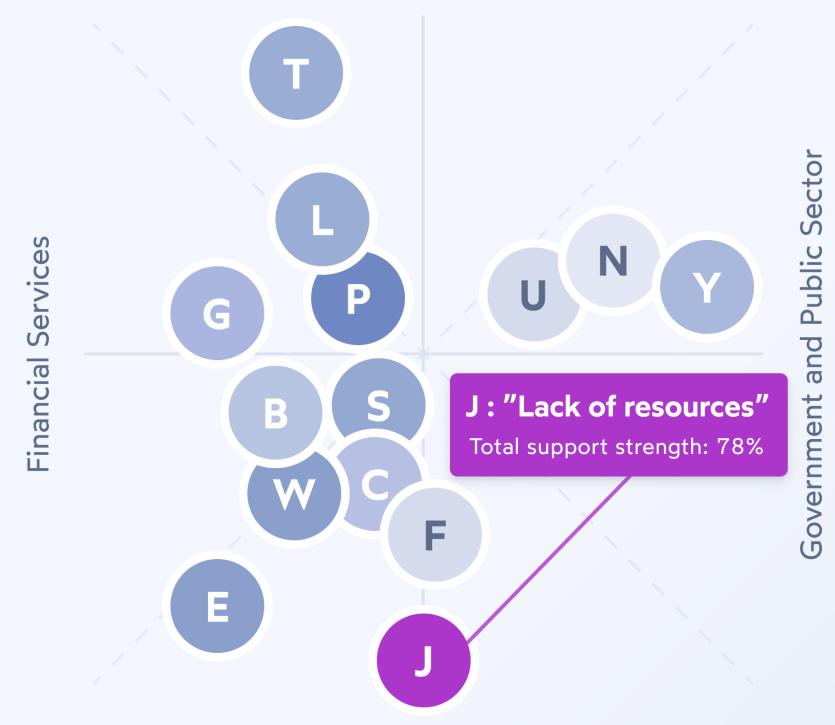


IntelliSegment™

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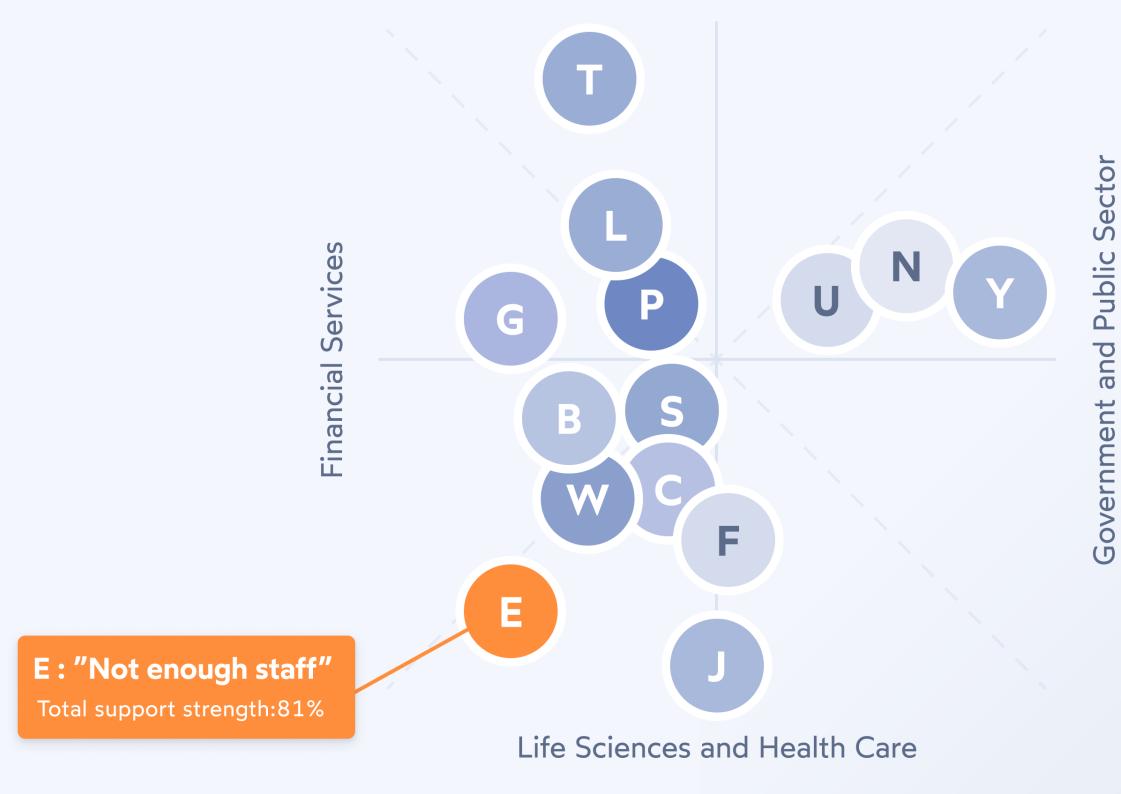


Life Sciences and Health Care

IntelliSegment™







IntelliSegment™



Energy, Resource, and Industrial



Life Sciences and Health Care

IntelliSegment™



IdeaCloud TM

Do you have any initial suggestions for what you would change or add to your current experience relative to burnout?

The turnover at junior levels while work grows is a real pain point

It's all about getting the level (experience and numbers) of resources the leadership helping out the teams instead of dumping it on the sms to "just get it done"

Quality hiring

Realistic delivery planning, team well being part of PPMD performance

I can not be in meetings 24/7 via zoom

The staffing issue is a key root cause, both staffing on client work and staff necessary to support pursuits. The latter is very depleted

More importantly, understand the burnout

Compensation, accelerate hiring

Honor the hard work

Go all in to retain our top talent

Increase compensation if we are increasing expectations of our people - we have lost too many solid practitioners with skills

We need to find a better way to staff our projects

I need a long vacation without stress

We need to reduce workloads

Higher compereation

Get aggressive on retaining talent

Need to keep those whom we have

We need to "walk the walk" when it comes to setting boundaries

Increase compensation if we are increasing expectations of our people - we have lost too many solid practitioners with relationships we have to rebuild

Have retention bonuses fo SM's



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QuantQualTM

Quant: On a scale of 1-10 (10 being very high burnout), how would you rate your current burnout level?

Qual: Do you have any initial suggestions for what you would change or add to your current experience relative to burnout?



Deloitte Feedback

 Participants felt heard and were thankful for the opportunity to provide feedback on a sensitive topic in an engaging way.

• The client team was supported by GroupSolver throughout the entirety of their project. From scoping, to training, and throughout analysis, there was never a question that went unanswered.

 Based on the feedback received, the client has gone under a Talent Experience approach, overall looking at all aspects of the experience from compensation, benefits, work-life balance, DE&I, and more.





Deloitte.

Thank you!

See you at Booth 513









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