

## **STRATEGIES TO BECOME AN EXCELLENT PROFESSIONAL IN THE BURNOUT SOCIETY: FROM METHOD TO EMOTIONAL BALANCE**

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### **ABSTRACT**

*This manuscript discusses some methodologies for achieving professional practice in the 21st century. Whether in the medical, pharmacological, educational, environmental or even technological areas, we have seen that Professionalization has been effective for the formation and respect for plural identities. In this sense, the objective of this paper is to discuss Strategies to become an excellent professional in the burnout society (CHUL-HAN, 2019), in which we start from the method to emotional balance as support. During the structuring and functionality of the subject, it is necessary to recognize its limitations and performance, hence the need to systematize the evidence on the implications and benefits of professionalization, given the entire configuration of its implementation in Brazil. This is a bibliographical and documental research, of an interpretative qualitative nature. With regard to the conditions for the effectiveness of a good professional performance, a mapping of verification of the subjects' practice becomes effective, in which institutional actions arising from/funded by educational policies that are linked to reports and to the researches. Our results pointed to the fact that many criteria need to be rethought and put into practice, including reformulations about leisure and personal satisfaction in the midst of the hyper-demanding of modern times.*

**Keywords:** Professional. Burnout Society. Emotional balance.

### **Introduction**

This manuscript proposes to discuss some methodologies for the realization of professional practice in the 21st century. Whether in the medical, pharmacological, educational, environmental or technological areas, we have seen that Professionalization has been effective for the formation and respect for plural identities (CANEN, 2000; ABDALA-JÚNIOR, 2002). In this sense, the objective of this paper is to discuss strategies to become an excellent professional in the burnout society (CHUL-HAN, 2019), in which we start from the method to emotional balance as support.

During the structuring and functionality of the subject, it is necessary to recognize its limitations and performance, hence the need to systematize the evidence on the implications and benefits of professionalization, given the entire configuration of its implementation in Brazil. This is a bibliographical

and documental research, of an interpretative qualitative nature (CHIZZOTTI, 2003; ROHLING, 2014). With regard to the conditions for the effectiveness of a good professional performance, a mapping of verification of the subjects' practice becomes effective, in which institutional actions arising from/funded by educational policies that are linked to reports and to the researches. A hypothetical study pointed to the fact that many criteria need to be rethought and put into practice, including reformulations about leisure and personal satisfaction in the midst of the hyper-charge of modern times. Abdala-Junior (2002) discusses that

In terms of cultural life in our country, the understanding of the meaning of this renegotiation is still very slight, disregarding the cultural spheres. Our intellectuals, in general, have been in the wake of events, with discourses that legitimize hegemonies, focusing more on the management of difference within the framework of the established system. And in the face of new requests, it is understandable that these voices of the intelligentsia, often melancholic and contemplating ruins, must assume more active and prospective attitudes, to create or redesign, with stronger nuances, trends of cooperation and solidarity that cradled democratic ideals (ABDALA-JUNIOR, 2002, p.31)<sup>1</sup>.

We reiterate and corroborate what Abdala-Júnior (2002) pointed out at the beginning of the 21st century in his article *Borders (multiple), identities (plural), communitarianisms (cultural) – crossings*, on the need for reconfigurations of strategies and renegotiations that the current moment political demands, and this has already been on the agenda in international relations.

In this sense, initially, 1) we discussed some visible consequences of overwork in this (post)pandemic period and the formation of a burnout society, in terms of Chul-Han (2019). Then we have the 2) Methodological procedures. Finally, we explain 3) some strategies that can be used by professionals in order to achieve emotional balance and health, even in the midst of the impositions of the current capitalist system.

### **Some visible consequences of overwork in the (post)pandemic period and the formation of a burnout society**

Contrary to what many imagined, excessive work has increased considerably in recent years as a result of the pandemic caused by the coronavirus<sup>2</sup>, which promoted process technology through technology

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<sup>1</sup> Original: No plano da vida cultural, em nosso país, a compreensão do sentido dessa repactualização ainda é muito ligeira, desconsiderando as esferas culturais. Nossa intelectualidade, em geral, tem-se colocado a reboque dos acontecimentos, com discursos legitimadores das hegemonias, voltando-se mais para a administração da diferença nas balizas do sistema estabelecido. E diante das novas solicitações é de se entender que essas vozes da intelectualidade, muitas vezes melancólicas e contemplando ruínas, devem assumir atitudes mais ativas e prospectivas, para criar ou redesenhar, com matização mais forte, tendências de cooperação e solidariedade que embalam ideais democráticos (ABDALA-JÚNIOR, 2002, p.31).

<sup>2</sup> Santana (et al., 2021, p. 278) apontaram que “A pandemia de Covid-19 tornou-se uma problemática complexa e de alta gravidade, que afetou diretamente a vida de pessoas no mundo inteiro com graves problemas respiratórios

and the implementation of the home office for social distancing. Professionals who approached work in a disruptive way, and the greatest amount of work, even generating domestic structures (WHO, 2021).

According to the WHO, working hours of more than 55 hours a week can increase the chances of heart attacks by 17% and the risk of stroke deaths in employees by 35% (2021). Data from Agência Brasil (2021) indicate that a study by the World Health Organization (WHO) and the International Labor Organization (ILO) concluded that, in 2016, 745,000 people died from stroke or heart disease in consequence of long working hours. Such a scenario is serious at a time when the COVID-19 pandemic is “profoundly changing the world of work, experts warn of an increase in the risks associated with long working hours and call for the adoption of legislation that limits working hours” (AGÊNCIA BRASIL, 2021).

An example that we can observe, in the health sphere, is what was found by Santana, Almeida and Santos (2020), on the prevalence of musculoskeletal symptoms in workers of the Family Health Strategy (FHS). The study showed that the highest incidences of symptoms and impediment to work, for the total population of workers, were found in the regions of upper and lower limbs. Regarding the higher prevalence of complaints in the upper limbs, the result may be related to the higher proportion of the female population among Primary Care workers and the possible association of gender with symptoms in the aforementioned anatomical region, which was discussed by Costa (2010) and Barbosa (et al., 2013).

According to Agência Brasil de Notícias, the finding of the director-general of the WHO, Tedros Adhanom, is that “The covid-19 pandemic has significantly changed the way many people work. For him, teleworking has been adopted in various sectors and often goes beyond the borders between home and work” (AGÊNCIA BRASIL, 2021). However, “No job outweighs the risk of stroke or heart disease. Governments, employers and workers need to work together to agree on limits and protect workers' health” (AGÊNCIA BRASIL, 2021). This scenario that we have been experiencing since 2018 with new sociopolitical configurations in Brazil, and which climaxed in the years 2020 and 2021 with changes in people's way of working, generated a symptomatic picture of what, in the words of Chul-han (2019), configures a burnout society. For the writer

Precisely in the face of naked life, which ended up becoming radically transitory, we react with hyperactivity, with the hysteria of work and production. Also the acceleration of today has a lot to do with the lack of being. The work society and the performance society are

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(O GLOBO, 2021) e tendo ocasionado mais de 300.000 (trezentas mil) mortes no Brasil (MINISTÉRIO DA SAÚDE, 2021), esse cronotopo pandêmico demanda da ação conjunta do poder público em suas variadas esferas de proteção social, mas também a qualificação medidas protetivas e de contenção da saúde pública, o que acabou exigindo dos profissionais que mantivessem a atitude ética do distanciamento social (necessário) (OMS, 2021; BRASIL, 2021). Evidencia-se que, para alguns setores comerciais, seria impossível fechar as portas, a exemplo dos sistemas sanitário e hospitalar. É então que surge, nessas condições de alarme, desequilíbrio emocional e vulnerabilidade social, a imprescindível atuação da Estratégia de Saúde da Família (ESF) que, além de atuar na prevenção, promoção e manutenção da Saúde conforme descreve a Política Nacional da Atenção Básica (BRASIL, 2012), age como “porta preferencial de entrada para os usuários que necessitam ter acesso as Redes de Atenção à Saúde (RAS)” (Oliveira et al., 2021, p. 45364).”

not a free society. They generate new constraints. The dialectic of master and slave is not, in the last resort, for that society in which everyone is free and which would also be able to have free time for leisure. On the contrary, it leads to a society of work, in which the master himself has become a slave to work. (CHUL-HAN, 2019, p. 25).

The words of the South Korean philosopher (2019) are essential, given that symptoms such as hyperactivity and hysteria of production work, in contemporary times, have surpassed the theoretical conception and are directly aligned with the consequences of exacerbated capitalism. In the fields of music and teaching, a study carried out by Louro, Louro and Duarte (2020) demonstrates, under the lens of cognitive neurosciences, how the stress generated by the pandemic acted as a risk for the musician's mental and physical illness. Stress would be linked to an endless routine of "Many hours of study, strict discipline, pressure from teachers, competitiveness, anxiety at the time of public presentations, insecurity with the job market, devaluation of the profession and lack of government incentive" (LOURO; LOURO; DUARTE, 2020, p. 380).

As a matrix that generates discouraging centripetal forces and promotes chaos is the dismantling of culture, which has been carried out by the current government since 2019. In the words of Calabre<sup>3</sup>, "The year of 2020 begins with the cultural sector fighting both against the drastic reduction of federal investments of direct application... as well as the attempt to empty the resources that circulated through the federal incentive laws" (CALABRE, 2020, p. 9). All this symptomatic panel has been managing and shaping, therefore, a society that is exhausted, tired, mechanical and doomed to hyperproduction.

## **Methodological procedures**

As for the methodological aspects, it is a bibliographic and documentary research, with an interpretative qualitative nature (CHIZZOTTI, 2003; ROHLING, 2014). In this direction, we do not seek the theorization of the word, or even its immanentism (RENFREW, 2017; SANTANA, 2019). On the other hand, we seek to contextualize the theoretical and methodological apparatus with propositions linked to social life, which overcomes the restraints left by the excesses of the positivist paradigm.

As for the nature of the study, qualitative methods were used which, according to Pereira et al. (2002), are those in which the interpretation by the researcher with his opinions about the phenomenon under study is essential. With regard to methodological aspects, according to Gil (2002), we can understand research as "The rational and systematic procedure that aims to provide answers to the problems that are proposed" (GIL, 2002, p. 17). From the researcher's perspective, "Research is required when sufficient information is not available to answer the problem, or when the available information is in such a state of disorder that it cannot be adequately related to the problem" (GIL, 2002, p. 17).

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<sup>3</sup> Para além dos impasses que os profissionais encontram no Brasil, pelo vírus da "intolerância, do autoritarismo, do obscurantismo e do conservadorismo" (CALABRE, 2020), ainda estamos em um contexto pandêmico, em decorrência do Coronavírus (COVID-19) que assolou o mundo e ainda continua em circulação, comprometendo a economia e a saúde pública.

Therefore, the following steps were taken to carry out this method: a) Selection of the corpus to elaborate the question that guided the study; b) Search for the population and sample based on the literature. c) Data collection. d) Critical-discursive analysis of selected studies. e) Discussion of the results.

The research presented here is characterized with a qualitative approach, through an empirical study, which intends to carry out the collection of information that will be described and analyzed. According to Minayo (1994), qualitative research is concerned with issues with a level of realities that are difficult to quantify, such as, “It works with a universe of meanings, motives, aspirations, beliefs, values and attitudes, which corresponds to a more complex space”. profound in relationships, processes and phenomena” (MINAYO, 1994, p. 22).

For the disposition and analysis of the included/selected articles, that is, of all those that rigorously met the inclusion criteria, a table was built in which we have the main studies that guided our research, distributed in table 1 through the following categories: *Study title; Journal/Book; Year of publication.*

**Quadro I – Disposição dos dados**

STUDY TITLE	JOURNAL/BOOK	YEAR
SANTANA, Marcos Paulo Santos; DE ALMEIDA, Milena Maria Cordeiro; SANTOS, Kionna Oliveira Bernardes. <b>Prevalência de sintomas musculoesqueléticos em trabalhadores da estratégia Saúde da Família.</b>	Revista Baiana de Saúde Pública, v. 44, n. 2, p. 9-23.	2020.
LOURO, Viviane; DOS SANTOS LOURO, Fabiana; DUARTE, Plinio Gladstone. <b>O estresse gerado pela pandemia como risco para adoecimento mental e físico do músico a partir das neurociências cognitivas.</b>	Revista Música, v. 20, n. 2, p. 379-396.	2020.
ALMEIDA, Filipe Azevedo. <b>Qualidade de vida e produtividade do colaborador na modalidade de trabalho home office.</b>	(Bacharelado em Administração). Universidade de Caxias do Sul.	2020
GONÇALVES, Clênia Maria Toledo de Santana; Costa, Ana Paula Macêdo. Silva, Camila Maria Lima. <b>A “clínica do psicodiagnóstico” na clínica-escola da UFPB antes e pós-pandemia.</b>	Educação e Linguagens em interação: saberes, práticas e sentidos. Vol. 2. São Carlos: Pedro & João Editores. p. 189-200.	2022

**Fonte:** Criação dos próprios autores

The inclusion criteria for the selection of studies for this phase of the qualitative research were: articles and book chapters published in Portuguese, with abstracts indexed in the selected databases or with ISBN. Only original full-text articles were selected, and a period of three years (2020 to 2022) was proposed for the time frame. Systematic reviews, randomized studies, and other studies that did not meet the inclusion criteria, that were presented in a language other than Portuguese, that were presented in duplicate, studies outside the time frame were excluded.

Next, there is a section that (re)inserts into discussion some strategies to become an excellent professional in the burnout society.

## **Strategies to become an excellent professional in the burnout society**

### ***Take care of physical health***

The first strategy for professionals to combine with their quality of life and, consequently, enhance their performance at work is to regularly perform physical activities. Nieman & Wentz, (2019) attest that even moderate-intensity physical exercises are considered great for improving immunity. According to Corvino (2021), to try to prove this relationship, given the pandemic scenario, “a study carried out by the University of São Paulo, found a higher survival rate of patients who were affected by Covid-19, when they had a history of regular physical activity” (de Santos et al, 2020).

This information is extremely important, as it establishes a direct relationship between the indispensability of regularity in the practice of physical activity with the greater ability of the body to defend itself against various diseases, especially Covid-19.

This same study revealed that people who performed at least 150 minutes of moderate-intensity activity a week had a shorter hospitalization time and fewer deaths.

But watch out! That doesn't mean you should go out and exercise around disoriented. If you want to start physical activity now, look for a qualified physical education professional to guide you, starting slowly and with moderate intensities, to benefit from the advantages of physical activity without taking risks (CORVINO, 2021)<sup>4</sup>.

This means that the regular practice of physical activities also requires methodological procedures, they cannot be performed separately, as it can compromise the health of the practitioner (NIEMAN;

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<sup>4</sup> Original: Esta informação é de extrema importância, pois estabelece uma relação direta entre a indispensabilidade da regularidade na prática de atividade física com a maior capacidade do organismo se defender frente a diversas doenças, em especial a Covid-19.

Este mesmo estudo revelou que pessoas que realizavam pelo menos 150 minutos de atividade semanal em intensidade moderada tiveram um menor tempo de hospitalização e mortes.

Mas atenção! Isso não significa que você deva sair fazendo exercício por aí de forma desorientada. Caso você deseje iniciar agora a prática de atividade física, procure um profissional de educação física capacitado para te orientar, iniciando aos poucos e com intensidades moderadas, para se beneficiar das vantagens da atividade física sem correr riscos (CORVINO, 2021).

WENTZ, 2019). As with any and all acts that have risks, people who attend must be careful to have professional monitoring.

### ***Take care of emotional and mental health***

Second and not least are holistic therapies and psychological follow-ups. We must know that the burnout society consists of a group of people who are in the mental illness phase, as a result of the demands of the job market. And why were these holistic therapies and psychological follow-ups so important? The indispensability of these acts is in the recognition of the historic moment that we are still going through, since, in the climax of tension of the Covid-19 pandemic, several protocols of social distance and isolation were adopted, however, which intensified the work overload. In addition to these precautions, the recommendation was that each state administration could adopt epidemiological measures to control the infection, in addition to universal testing being recommended by the WHO (CESPEDES and SOUZA, 2020).

The emotional overload that is limited, as well as the records of a hyper-productive society, have pointed to a traumatic and traumatic situation not only for those who experience it, but also for the individuals who are part of the surrounding nucleus. In this sense, considering emergency situations (ZWIELEWSKI ET AL., 2020) in which medical staff, nurses and psychologists are used, we argue that this situation of vulnerability can be remedied/alleviated through therapies and psychological follow-up. In an article entitled *Mente e corpo em harmonia: como as terapias holísticas podem ajudar* (CORREIO BRAZILIENSE, 2021), Yamaguti lists holistic techniques as mechanisms combined with healing processes, because the covid-19 pandemic brought uncertainties, fears, stress and anxiety, often reflected in physical diseases.

In the midst of a period of uncertainty, tension and worries, relaxation techniques are increasingly sought after to relieve everyday fatigue. Among the alternatives are the so-called holistic therapies. In them, life and the human being are treated in a multidimensional way, that is, the individual is seen as a whole, both physically and mentally, emotionally and even spiritually. Therefore, holistic methods tend to differ from traditional ones, complementing medicine, but not replacing it (CORREIO BRAZILIENSE, 2021)<sup>5</sup>.

One of the best-known therapies, according to psychologist Yamaguti, is acupuncture. “Acupuncture generates changes that lead to the balance of the body, releasing different substances and

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<sup>5</sup> Original: Em meio a um período de incertezas, tensão e preocupações, técnicas de relaxamento são cada vez mais procuradas para aliviar o cansaço do cotidiano. Entre as alternativas, estão as chamadas terapias holísticas. Nelas, a vida e o ser humano são tratados de forma multidimensional, ou seja, o indivíduo é visto como um todo, tanto no âmbito físico quanto no mental, no emocional e, até mesmo, no espiritual. Por isso, os métodos holísticos costumam se diferenciar dos tradicionais, complementando a medicina, mas não a substituindo (CORREIO BRAZILIENSE, 2021).

stimulating the nervous system” (CORREIO BRAZILIENSE, 2021). In addition to providing well-being and reinvigorating conditions in the professional environment, “The resulting biochemical changes influence the body’s omeostatic mechanisms, promoting physical and emotional well-being” (CORREIO BRAZILIENSE, 2021).

### ***Taking care of well-being: tours and leisure***

Since the last ten years it has prevailed that health is conditioned not only by biological factors, but also by psychosocial ones. It is in this interpretative perspective that the World Health Organization (WHO) defines health as “[...] a complete state of physical, social and mental well-being and not merely the absence of disease” (SURDI & TONELLO, 2007, p.202).

In this scenario, health is a horizon that is allied not only to the economic situation, but also to the social and cultural context of a space-time. Talking about it drives us to rescue the notion of well-being tourism that uses natural resources to promote and maintain health, as can be seen in the document of the basic guidelines of the Ministry of Tourism in BRAZIL (2010, p. 18): “[...] the promotion and maintenance of health carried out through treatments accompanied by teams of specialized health professionals, aimed at reducing stress levels, in addition to learning and maintaining a healthy and balanced life and even the prevention of certain diseases”.

As for leisure, even though in practice there is an immense variation in its conceptualization, there are theoretical understandings that come from the 70's of the 20th century. For Dumazedier (1973, p. 34),

Leisure is constituted in a: Set of occupations to which the individual can freely give himself, either to rest, to have fun, to be entertained or even to develop his disinterested formation, his voluntary social participation, or their free creative capacity after getting rid of or getting rid of professional, family and social occupations<sup>6</sup>.

However, it is worth noting what they point out about health and leisure: importance for improving the quality of life and health conditions of individuals with chronic diseases. The authors understand that the maintenance of health through the practice of leisure activities can occur through tourist activities, through a meeting with friends, physical exercises, games and recreational activities, as well as participation in social movements, among others (PEREIRA et al., 2016).

We understand these three pillars: Taking care of physical health; Take care of emotional and mental health; Taking care of well-being: outings and leisure act as maintenance for the subject to become an excellent professional in the burnout society.

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<sup>6</sup> Original: o lazer constitui-se em um: Conjunto de ocupações às quais o indivíduo pode entregar-se de livre vontade seja para repousar, seja para divertir-se, recrear-se ou entreter-se ou ainda para desenvolver sua formação desinteressada, sua participação social voluntária, ou sua livre capacidade criadora após livrar-se ou desembaraçar-se das ocupações profissionais, familiares e sociais.



## **Final considerations**

In the course of our paper, it was possible to verify some methodologies for the realization of professional practice in the 21st century. We have seen that regardless of the areas, whether medical, pharmacological, educational, environmental or even technological, professionalization has been effective for the formation and respect for plural identities. In this sense, we fulfilled the objective of this paper, which was to discuss Strategies to become an excellent professional in the burnout society (CHUL-HAN, 2019), in which we start from the method to emotional balance as support.

With regard to the conditions for the effectiveness of a good professional performance, we strive to map out the practice of the subjects, in which institutional actions arising from/funded by educational policies that are linked to reports and the research. Our results pointed to the fact that many criteria need to be rethought and put into practice, and that three pillars constitute a device for the subject to become an excellent professional in the burnout society: Taking care of physical health; Take care of emotional and mental health; Taking care of well-being: outings and leisure.

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