

 FRONT + 

*Checklist*

# Combating burnout for customer support teams

there's no crying on support teams





**Customer support is a notoriously high-stress role, but there are a few ways you can actively work to prevent feeling burned out. Below are a few tried and true ways to stay sane and grow your career in customer support.**

## **Mindfulness and Health (because you deserve it)**

- Use your commute for "you" time
- Adopt an office plant
- De-stress with some deep breathing exercises
- Stretch for 1 minute every hour
- Talk a walk around the block
- Sit on an exercise ball (it'll keep you awake)
- Marie Kondo your workspace and adjust your desk to fit your body

## **Work**

- Make a list of 3 non-queue items to accomplish each day
- Closing out the queue at the end of the day
- Avoid taking work home with you at night
- Are you writing the same thing over and over? Save the message as a template so you can copy and paste
- Read your email in batches
- Start a Slack channel to highlight team wins
- Pro tip: After speaking with an upset customer, blow off some steam by watching your favorite puppy video (or kitty video, we love 'em equally)

## **Career Growth**

- Browse LinkedIn and reach out to your work role models
- Remember the Drama Triangle
- Start an ongoing list to track what you like and dislike about your career
- Make time to talk to a supervisor when things are going great, not just when you run into a problem
- Have an idea for a new solution? Champion it!

## **Engagement**

- Bring your personality to work!
- Eat lunch with the team (it'll keep your keyboard clean)
- Two words: Uno tournament
- Three words: Finer Things Club
- Start a "Customer Care Workshop" and invite the company to tackle some tickets
- Great Support Bake-Off (and don't judge each other's lemon sponge)
- Book club (we have some suggestions below)
- Read The Untethered Soul and 15 Commitments of Conscious Leadership