Zoom Fatigue
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Is Zoom fatigue real?

Research says **YES!**
Zoom Fatigue

As a result of **workplace telepressure**
- May be related to job demands and/or social norms

As a result of **extended physical and psychological efforts**
- Focusing on and processing multiple facial expressions, while not having the luxury of non-verbal cues
- Decreased movement and extended periods of sitting

As a result of **increased screen time and artificial light**
- Disruption of our natural circadian rhythm, ultimately affecting our sleep and overall health
- [Reset Your Rhythm](http://healthy.iu.edu) with Healthy IU’s Steven Lalevich, RD
Workplace Telepressure Defined

- A feeling of being **continuously connected to electronic devices** in order to respond to work-related messages and/or calls quickly

- Reacting and responding to work-related messages or tasks in a **manner that we perceive is expected** of us

Hu, Santuzzi, & Barber, 2019
Consequences of Workplace Telepressure

Workplace telepressure is associated with **negative health-related outcomes**

- Poor sleep quality
- Burnout

Contributes to **job-related stress** and **reduced productivity**

Hu, Santuzzi, & Barber, 2019
Consequences of Workplace Telepressure

Affects our ability to **psychologically detach from work**

- Decreased or insufficient energy recovery
- Exhaustion

Increases likelihood of **boundary-crossing behavior**

- Contributes to work-family role conflicts

**Hu, Santuzzi, & Barber, 2019**
Face-to-Face vs. Online Meetings

Face-to-Face Meetings

Provide ritual
- Defined physical spaces
- Enhanced comfort
- Build/maintain rapport

Nonverbal communication
- Ability to assess attitudes, feelings, and emotions
- Enhance decision-making

Online Meetings

Greater emotional investment to appear interested

Requires greater focus on words, as well as sustained eye contact

Increased cognitive load
- Limited working memory
- Conscious vs. Unconscious processing

Sander & Bauman, 2020
5 Ways Online Meetings Affect Cognitive Load

- Missed non-verbal cues
- Anticipation of interruptions
- Lack of social interaction
- Our own facial awareness
- Technology challenges

Sander & Bauman, 2020
5 Ways Online Meetings Affect Cognitive Load

Missed non-verbal cues

- Online meetings interfere with our ability to gauge emotions; tone/pitch of voice; gestures; posture; and distance.
- Our brain works harder and requires more energy to process non-verbal cues

Sander & Bauman, 2020
5 Ways Online Meetings Affect Cognitive Load

Anticipation of interruptions

• Anxiety related to remote workspace or a technological error

• Fear of judgement related to:
  o Lack of office space, cleanliness/decor
  o Housemates/partners/children entering workspace during a meeting
  o Dogs barking or pets entering workspace
  o Doorbell ringing, deliveries
  o Housework/yardwork

Sander & Bauman, 2020
5 Ways Online Meetings Affect Cognitive Load

Lack of social interaction

- Transitions between tasks no longer exist (coffee breaks, relocating to a conference room)
- Walking and/or movement from room to room is energizing and improves creativity
- Physical definition of meeting spaces affects our behavior

Sander & Bauman, 2020
Our own facial awareness

- Our own negative facial expressions can more intensely influence our emotions
- Ability to constantly see ourselves may be distressing

Sander & Bauman, 2020
5 Ways Online Meetings Affect Cognitive Load

Technology challenges

• The role of silence may be interpreted differently than when face-to-face
• Technological delays can affect conversation flow, making others seem less engaged or friendly
• “Netiquette” when using microphones (background noise)

Sander & Bauman, 2020
When Zoom is a Must...
Manage Fatigue & Find Balance

Consider *if meeting needs to occur*

- Can a shared document with detailed comments achieve the same result?
- Instant messaging, email

If you must meet, **limit the number of Zoom meetings** you schedule each day

Sander & Bauman, 2020
Manage Fatigue & Find Balance

If possible, meet through a phone or conference call

• Allows you to focus on conversation
• May allow you to walk around

Sander & Bauman, 2020
Manage Fatigue & Find Balance

Create boundaries specific to use of technology and electronic devices

- Create and promote a workplace culture that allows employees to "leave work at work"

Check out this webinar: Navigating Work + Life: Boundary Management
Manage Fatigue & Find Balance

Give yourself a few moments to settle and become present in the moment before you click “Join”

- Try the quick triangle breathing method in this video

If you have a few minutes, try this grounding meditation to engage your senses
 Manage Fatigue & Find Balance

- If it is possible, take time to **greet others** in the meeting.

- Choose **“speaker view”** rather than **“gallery view”**
  - Allow yourself to focus on who is speaking, rather than trying to focus on everyone in the room.

- Avoid multitasking!

- Take **breaks between sessions** if possible
  - Enforce a 50-minute hour.

Hickman, 2020
Get Creative!

Think **outside the box** for team-building and connection!

- Start an online trivia game via email
  - Water Cooler Trivia

- Plan a virtual retreat or scavenger hunt
  - Let's Roam

- Try virtual icebreakers, like
  - Would You Rather? or Charades
  - Brightful Meeting Games

Melendez, 2020
References


Thank you and be well!
We are here to support you!