

Mindfulness-Based Daily Art Making: Signs and Symptoms
of Burnout in a Food and Beverage Industry Employee

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Abstract

This study focuses on the lived experiences of burnout among those working in the food and beverage industry. The study conducted utilizes a heuristic approach in gathering information learned from the art-making experience of a sole participant whose career is in the food and beverage industry. The researcher is the sole participant in this study. This participant has been showing signs and/or symptoms of burnout.

Keywords: burnout, heuristic, daily art-making, food and beverage industry

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CHAPTER 1

Introduction

Burnout is a state of feeling emotionally worn out or drained as a result of accumulating stress from one's personal or work lives, or even a combination of both (Cafasso, 2019). The signs and symptoms of burnout can be characterized by three dimensions: feelings of exhaustion or energy depletion, an increase in mental distance from one's job, or even feelings of negativism or cynicism in relation to one's job. These feelings are not uncommon in a post-pandemic world, as most occupations are experiencing this to some varying degree, so it is no wonder that employees of the food and beverage (F & B) industry, (i.e. servers/waitstaff, bartenders and bar backs, hosts/hostess, line cooks, dishwashers, etc.) are finding themselves among those who suffer from such feelings (C. Harper, personal communication, February 3, 2023). The topic of this study focuses on the lived experiences of burnout among those who work in the F & B industry.

Art therapy is a mental health profession that enriches the lives of individuals, families and communities through active artmaking, creative process, applied psychological theory, and human experience within a psychotherapeutic relationship (AATA, 2023). To be mindful is to be focused on one's awareness of the present moment; so, the combination of these two will allow this F & B worker to alleviate some of the emotional wear and tear being experienced by working with the public within this industry.

The food and beverage industry was a much more prominent industry prior to the 2020 COVID-19 pandemic. After strict rules were set for most states to shelter in place

amid the height of the pandemic, going out to eat or to meet up with friends for drinks became an artifact of the past. Bars and restaurants were forced to close their doors to their patrons and leave their staff without work as this illness quickly spread throughout the world. Any promise of reopening meant strict rules and regulations, set by the country's various health departments, were to be followed and adhered to. Those who did return to their F & B position once the shelter in place restrictions were lifted were forced to become the ones policing the rules and regulations so that they may welcome the public back into their businesses. Sadly, many of the public did not feel as though these rules applied to them (wearing a mask, social distancing, following chair limits per table) and these employees were met with a lot of pushback, disrespect, and name-calling (personal experience, 2020). Due to this treatment from the patrons, a lot of bars and restaurants began to see a steep decline in those interested in obtaining a position in the business, and turnover rates began to soar. Though the restrictions have long since been lifted, entitlement, lack of manners, and disrespect towards those working in F & B have become something to be expected from the patrons that populate bars and restaurants.

CHAPTER 2

Review of Literature

This literature review examines the lived experience of burnout among those who work in the food and beverage industry. Most positions within the food and beverage industry require an efficient, high level of customer service and satisfaction, and shift work that does not fall into the normal 9-5 category (Bell & Hadjiefthyvoulou, 2022). The nature of service industry jobs requires intensive face-to-face interactions between employee and customer. These interactions require emotional labor from the employee's side, some of which requires the worker to hide their true emotions and instead perform what is deemed acceptable to the public (Hori & Chao, 2019).

Food and Beverage Industry Employees

Most Food & Beverage (F&B) managements have rules set in place for their employees that govern their emotional expressions to positively impact customers' attitudes, behaviors, and feelings during their interactions (Hori & Chao, 2019). While responding to the rules regulated by their management, this emotional labor will directly affect the employees' interpersonal environment and burnout. These imposed emotional expectations could lead one to further believe that while interacting with customers, the employees can be faced with excessive emotional demands they may not be equipped to handle. Facing these emotional demands can produce emotional exhaustion, such as the depletion of emotional resources, which can further lead to more serious symptoms like depersonalization and reduced personal accomplishment (Hori & Chao, 2019).

Depersonalization, according to the Oxford Dictionary (n.d.), is a state in which one's thoughts and feelings seem unreal or not to belong to oneself, or in which one loses all

sense of identity. There have been F & B worker shortages in most every town across the United States for a multitude of reasons, but one can be led to believe that emotional burnout or emotional exhaustion could be to blame.

A common way to manage stress and burnout is through escape and avoidance strategies, such as consumption of alcohol. A 2022 study looked at alcohol consumption across a wide variety of occupations and found that the average daily consumption of alcohol was highest within the service industry group (Bell & Hadjiefthyvoulou, 2022). The study recruited individuals online via advertisements and forums that were relevant to the study, such as the London Bartender's Association and others. The participants were required to currently be employed as a bartender, which this study defines as one who makes and serves alcoholic drinks and provides customer service (Bell & Hadjiefthyvoulou, 2022). The study had 390 participants and the mean age for these participants was 27. The research team for this specific study designed a questionnaire using Qualtrics and distributed it online. The questions included related to each participant's gender, age, occupation, hours worked per week and how many units of alcohol they drank in a regular week (one unit being defined by the study, and each participant given an example) (Bell & Hadjiefthyvoulou, 2022). The study team utilized a second questionnaire, the DAST-20, which focuses on the use of drugs and is a simple, practical and valid method for identifying individuals who are abusing psychoactive drugs (Bell & Hadjiefthyvoulou, 2022). Lastly, the study used AUDIT, which is a self-reporting version that assists in measuring signs of hazardous or harmful drinking, as well as identifies excessive drinking and dependence in participants. Bell & Hadjiefthyvoulou (2022) stated that there has been recent research into the effects of working within the F

& B industry which revealed that even Michelin starred chefs will use drugs and other substances to cope with the occupational stress, as well as to assist in enhancing performance during a long shift or to help aid in sleep afterwards, continuing to state that these behaviors have become the norm among some employees.

The results of this study indicated a high prevalence of hazardous drug and alcohol use within this sample of bartenders. To specify, 39% of the studies participants reported signs of harmful alcohol consumption, and 43.6% reported a moderate to severe alcohol use that may indicate alcohol dependence. According to AUDIT guidelines, both levels of risk will require intervention, counseling and a dependency assessment (Bell & Hadjiefthyvoulou, 2022).

Mindfulness-Based Interventions & Benefits

Stress is defined as the ongoing activation of the body's stress response without mental or physical restitution. Common examples of stressors can be the death of a loved one, losing a job, a promotion at work, starting college, or marriage. Living with constant stress can lead to further diagnoses such as depression, general anxiety disorder, type-2 diabetes and cardiovascular diseases (Bonde et al., 2022).

A study done in Denmark revealed that stress among their schoolteachers was an ever-growing problem. The study found that one out of every four teachers reported experiencing symptoms of stress. This was managed by utilizing mindfulness-based stress reduction (MBSR). A two-arm parallel cluster-randomized controlled trial was conducted utilizing schools as clusters. This study was a nested trial within the research project titled *Stress-free Everyday LiFe for Children and Adolescents REsearch (SELCARE)* (Bonde et al., 2022). The trial was conducted across all five regions in

Denmark in which teachers from private and municipal schools were included. To be included in this study, the school had to have more than 100 students and the headmistress/headmaster had to approve the educator's participation during work hours (Bonde et al., 2022). Participants were recruited from May 2018-May 2019 through different advertisements posted on social media, invitational letters sent directly to schools, and local information meetings. 110 schools enrolled, allowing each school to choose the educators to be included, utilizing no more than 3 educators from a given school. All participants provided consent by completing a baseline questionnaire and then placed into two groups, the intervention group and the wait-list control group. The intervention group began the teacher training in 2019, which involved an 8-week course in MBSR with 8-28 schoolteachers from the same geographical location. MBSR is a curriculum-based course that consists of 8 weekly sessions, each session being 2 ½ hours long as well as a 7-hour silent retreat day (Bonde et al., 2022). The aim of this course is to support the participants in helping them build resources that assist in mindfulness, as well as learn new skills to cope with stress and new strains in life (Bonde et al., 2022). The primary outcome was measured utilizing Cohen's Perceived Stress Scale (PSS) at the 6-month mark following completion of the baseline questionnaire. All participants in the intervention group had reduced their mean PSS score significantly since the beginning of their MBSR training. The wait-list control group was to begin their MBSR training in 2020 (Bonde et al., 2022).

Benefits of Art Therapy

Evidence supports the idea that music and art are two interventions that can have a positive effect on psychological states (Kaimal & Ray, 2016, as originally cited in

Stuckney & Nobel, 2010). In a study conducted in 2015 utilizing 80 undergraduate students, drawing (versus writing) was effectively able to elevate one's mood. The participants who were not given a choice between the two and instead were only instructed to draw were able to find that there was a more positive effect in regulating their negative affect (Kaimal & Ray, 2016).

Kaimal & Ray (2016) conducted a study that would use a quasi-experimental mixed method design with the hypothesis that approximately 45 minutes of free artmaking would result in an improvement of one's positive affect, reduced negative affect and help improve self-efficacy. In this study, each intervention was made in individual sessions over a four-month period in a designated space, specifically for art therapy. The study held a total of 39 participants, all of whom were required to be between the ages of 18-60 and were not currently taking any medications for any illness. The study was conducted at a large urban university in the northeastern region of the United States. Once participants were recruited, they scheduled a one-hour session during a weekday at a time that was most convenient for them, where they would first complete an informed consent as well as a verbal collection of the participant's demographic information (Kaimal & Ray, 2016). Once these measures were completed, the participant was invited to work with collage materials, modeling clay, or markers and were given the option of creating any kind of image utilizing these three media choices, either individually or together. Most participants were able to create an image without a prompt from the facilitating art therapist (Kaimal & Ray, 2016). The results of this study found significant support for the changes in affect and self-efficacy as the result of utilizing an open studio art-making session (Kaimal & Ray, 2016).

Utilizing even the most basic forms of art have been proven to reduce one's negative affect and research on the therapeutic benefits of coloring has boomed in recent years as a reaction to the general population's increased purchasing of adult coloring books (Holt et al., 2019, as cited originally from Quartz, 2016). In a study conducted in 2005, Curry and Kasser sought to find if coloring (mandalas specifically) could help assist in the reduction of anxiety. 84 student participants, all of whom attended the same small, Midwestern liberal arts college, were solicited for participation through their classes or during meals in the cafeteria (Curry and Kasser, 2005). The participants would come to a classroom in groups of various sizes, between 2-7 people per group where they would all complete informed consent procedures followed by completing the 14 items of the State Anxiety Inventory. Here, the participants would rate their current level of anxiety on a 9-point scale. Then, the researchers would induce anxiety by asking the participants to think about a time they felt most fearful, then asking them to write for four minutes about that experience on a piece of white 8.5" x 11" paper. Immediately following, the State Anxiety Inventory test was re-administered before the coloring session began (Curry and Kasser, 2005).

Here, the participants were randomized into three groups, or conditions, which were the mandala group, the plaid group, and the free-form group. The mandala group was given an outline of a pre-drawn mandala, the plaid group a pre-drawn plaid design, and the free form group was given a blank sheet of white paper. Regardless of the group assigned, all participants were instructed then to color the paper in front of them for 20 minutes, utilizing only the 6 colored pencils that were provided (red, orange, yellow, green, blue, and purple) (Curry and Kasser, 2005). After the 20-minute time limit had

elapsed, all participants were then again asked to complete the State Anxiety Inventory for a third time. The results of this study noted that there was a significant increase between the first two State Anxiety Inventory results, after the participants were instructed to recall a fearful memory. After the coloring sessions, it was confirmed that coloring a mandala for 20 minutes is more effective at reducing anxiety than allowing free-form coloring (Curry and Kasser, 2005).

CHAPTER 3

Methodology

This heuristic, arts-based study examines the lived experience of burnout for someone working in the Food & Beverage industry who is showing signs and/or symptoms of burnout. I am the sole participant of this study.

Participant

I am a 35-year-old Caucasian American female. I have been a bartender at a local brewery in my hometown in Michigan since August of 2019 and remained at this job during the time of the study. I am a graduate student at Saint Mary-of-the-Woods College in Indiana with prospects of graduating in December of 2023. Saint Mary-of-the-Woods College provides an Institutional Review Board approval, which is required when utilizing human subjects while conducting research.

Research Design

I participated in 30 minutes of art making every day over the course of four weeks. The art created during these 30-minute sessions varied from day to day, utilizing a plethora of different mediums such as: acrylic paints, markers, pens, colored pencils, watercolor paint, clay, crayons, collage and linocut printing. Following the art making, I participated in reflective journaling with open-ended questions and continued with mindful deep breathing to transition out of the day's session. The questions remained consistent throughout the study (Appendix C), focusing on the lived experience of burnout while also observing feelings pre- and post-art making and lessons or insights obtained during the art making sessions.

Heuristic Research

Heuristic research is described as a process of discovering the human condition within an autobiographical context (Betts and Deaver, 2019) This researcher used Moustakas' six phases of heuristic inquiry to guide the artmaking and the self-inquiry process.

Initial engagement. Moustakas' first phase of heuristic inquiry is the process of having the researcher clarify a theme, problem, topic or question that represents a critical interest and area of research.

Immersion. This second phase includes the researcher living the research topic and coming to be on close terms with the question.

Incubation. This phase allows intuitive and unconscious processing for the research to proceed.

Illumination. This phase will bring new awareness and insight, helping uncover new meanings about the research topic

Explication. This is the process that is akin to experiential focusing, self-searching and reflexivity around the research topic.

Creative Synthesis. This final phase is the summarizing of themes that describe the essence of the topic studied.

Data Collection

Arts-based and textual data will be collected and will include reflective journaling in response to the art making process. These responses will give the researcher a deeper understanding of the lived experience of the signs and symptoms of burnout. The information gained through the reflective journaling will allow the researcher to rely on the words and text that will represent feelings, expressions, states, and perspectives (Betts

and Deaver, 2019). Visual data will be collected by photographs of select art pieces created during the daily art making sessions.

Reflective Journaling

Horton et al. (2021) stated that reflective journaling is an intentional intervention that allows for one to engage in a deeper connection while answering open-ended questions. These journal entries can be used as a tool for evaluating and determining if the outcomes of the study are being met. Furthermore, the journal entries will also provide the participant with an immediate outlet post-artmaking should any strong emotions arise during the artmaking process.

Data Analysis

The data collected and recorded from this heuristic research was evaluated through meaning making, reflective journaling and thematic analysis. Through the reflective journaling this researcher will be more easily able to identify emerging themes as well as delve deeper into the process.

CHAPTER 4

Results

This research focused on the exploration of the exploration of daily art making for someone working in the food and beverage industry who is experiencing the signs and symptoms of burnout in hopes to lessen these burdening symptoms. This heuristic inquiry included mindful breathing and reflective journaling that occurred after the artmaking was completed, as well as a review of existing literature. Reflective journaling was able to provide a reflection of the shifts occurring within my mental, physical, and emotional states while partaking in the four-week study. Upon analyzing the art-pieces and journal entries, I was able to recognize 10 emerging themes during the study's lifecycle. The three primary themes that emerged were reflection, positive changes, and personal relationships. Within each of these primary themes I identified sub-themes. The primary theme of reflection held mindfulness and grounding as sub-themes. Within the primary theme of positive changes, mental, physical and emotional sub-themes emerged. And finally, the primary theme of personal relationships revealed deeper empathy and patience as sub-themes. The results from this analysis can be seen in Table 1.

Table 1

Themes

Primary Theme	Subtheme
Reflection	Mindfulness
	Grounding
Positive Changes	Mental
	Physical

Personal Relationships

Deeper empathy

Patience

Reflection

While analyzing my journal entries and the art created, I was able to identify a reoccurring theme of reflection. In having kept a daily journal, it was easy to identify which days were harder than others. I have always been a busybody, thinking four or five steps ahead in terms of what needs to be accomplished next on my “to-do” list. Very rarely do I allow myself to slow down and enjoy what has already been accomplished, and instead I continually focus on the next step.

Having utilized a range of materials, I found that while carving away the layers of a linoleum block for a print, or taking the time on a digital image to understand the effects of the different brushes available, I was better able to digest some of the unwelcomed emotions that had found their way to the surface on those specific days of the study.

In deliberately taking time every day to stop, slow down, create, and journal, I have created a new daily routine of taking notes not only of what needs to still be accomplished, but also recognizing on all that has already been done. Within this theme of reflection, I was able to recognize sub-themes that helped play a major role in my reflecting.

Mindfulness. Prior to this study I was very comfortable in my day to day activities, knowing what was to come and keeping a mental schedule so as not to derail my intentions for the day. In having to slow down, create, and reflect on my emotions felt throughout the day, I recognized as the study went along that I was able to remain in the present moment for longer periods of time. This newly acquired skill assisted in aiding my overly active mind to remain

focused, becoming fully present with the artmaking as well as the reflective journaling. This allowed me to get better in touch with my true authentic experiences and allow the surfacing of all emotions.

On day six of the study, I wrote in my journal:

“I feel appreciative of my down time. I am grateful for my slow mornings where I am able to reflect and ease into my day. Doing a blind contour was a small reminder that it’s not always about the final product, but sometimes just the act of slowing down and creating is where the solace and beauty lies.”

In allowing myself the space and patience to create an image slowly, I was better able to remain in the now, rather than allow my mind to wander to other tasks for the day, or how I could improve upon the image I was working to create.

Grounding. In addition to mindfulness, I found a great need for grounding myself. As someone who has an overactive imagination and a self-proclaimed busybody, creating the time for myself to come back into my own body became imperative. In my early graduate years, I felt I was running on all cylinders at all times, unable to effectively slow my heartrate down during times of stress (i.e., studying for a test, finishing assignments I was unsure of, test taking, presentations). In partaking in mindful breathing after each artmaking/journaling session, I found myself continually sitting on the ground, either outside if the weather permitted, or comfortably on the floor of my living room. On days that felt mentally and emotionally tougher than others, this deep breathing became my solace. I was able to focus on only my breathwork, listening to and feeling my body relax while I sat in the silence. In allowing myself the space to come back

into my own, I helped create a safe space within myself, one that I hadn't realized I had the capability of holding.

While doing my reflective journaling on day 11, I wrote:

“I feel relaxed, being able to almost hyper-focus on the act of carving is meditative. It's easy to get lost in the details but it's such a nice break for my brain, not having to overthink anything for once.”

Positive Changes

By involving the creative process within this study, I was able to recognize the changes that were beginning to happen within myself. Utilizing different mediums for the pieces created aided in the understanding of what exactly these changes were and how they were positively affecting my daily life. In understanding the deep need for a self-care routine, two major themes emerged; mental, and physical. By pairing the art making with mindful breathing, I was able to connect back to my body and my mental space in a way that felt non-threatening. Betts and Deaver (2019, p. 125) stated that by retaining a strict inward focus, the primary researcher will be able to uncover answers to questions while also transforming themselves.

Mental. By focusing on my mindset and the range of emotions I had felt with regard to the burnout I had been experiencing, I was able to walk myself through the scenarios that could have led to the feelings of apathy and displeasure. In the pieces created during this study, the artwork became a vessel for my stressors. I was able to expel any unwanted energy into these creations, be it a linocut print, a crochet project, or clay piece. Utilizing each of these three different mediums allowed my hands to stay busy, which in turn helped quiet my mind of all negative and unwelcomed thoughts.

In addition to the art-making, I found that by journaling I could slow down my rational and ruminate on the other circumstances surrounding the onset of these burnout symptoms. As I would answer the same three questions for each day of the study, I would be able to look back on previous days and compare, recognizing that as the days in the study went on, my attitude and mental state were shifting for the better. Once the study was completed, I was able to realize the difference in my approach to these negative symptoms and work on mentality improvement.

Physical. By choosing different mediums to work with throughout this study, I found that the physical demands of each medium varied. While some pieces allowed me to remain stationary while working, others required more movement. While working with the clay, I found that I would walk around the table, viewing it from all angles. In working this way, I found I would be more motivated post-artmaking to go on a walk or spend extra time doing meditative breathwork. The breathwork alone has allowed me to adopt a deeper breath into my stomach and lungs, rather than the shallow breaths into my chest I had been doing.

In addition, I was paying more attention to the different muscles being utilized while working with different mediums. Some didn't require much and allowed for a more relaxing artmaking session, like the crocheting and digital drawings. However, in working with the clay and linoprint carvings, there was a much greater need for pushing or pulling motions as the materials are much more resistive. By using these different muscle groups, I have been able to recognize when the artmaking process begins to take a physical toll, and the need for muscle maintenance is necessary. This has allowed me to remain mindful and listen to my body's needs more.

Personal Relationships

Over the course of this four-week self-study, I found that my relationships to those around me (co-workers, patrons, friends, family, significant other) began to shift in a way that opened my eyes further to the depths of my burnout symptoms. While not all pieces created during this study were 2D images, the ones that were had an overarching theme that exuded energy, life, and motivation. While I cannot remember the specifics that of this day that led me to write this while journaling, I wrote:

“...Gratitude, for my life, my significant other, our pets, my job, and my community. I feel supported in every way. I always assumed that some of the regulars at work asked about my schooling to create light conversation while “bellying up” to the bar, but something about the way I received that question allowed me to see beyond the surface and realize that my patrons are asking because they genuinely care. The way their tone becomes lighter and deeper when asking about my future employment allowed me to recognize the question is coming from a place of excitement, for me to finish my degree, but also sadness. I feel honored knowing that I will be missed when this bar hosts so many amazing employees and patrons. I truly feel honored.”

Deeper Empathy. I recognized how dim I felt my inner light become in the weeks leading up to the start of my self-study. I was exhausted from schoolwork and internship and found myself emotionally depleted at the onset of my bartending shifts. I felt as though my “tank” was empty and I was simply there just going through the motions rather than fully

engaging with the job at hand. When a customer would order something we did not offer, I found it annoying that they were ill-prepared. I would become frustrated at co-workers who weren't fulfilling their duties, without recognizing that I, too, fell in that same category.

Intentionally making art on a daily basis allowed me to reset my mind and recognize the downward slope I had been on for the weeks and months prior. In reflective journaling, I was able to establish a deeper empathy not only for myself, but for those in my life, either personally or professionally. I began to take note of the days I felt unmotivated to bartend; and made intentional decisions that would allow me to remain neutral. In keeping up with this intentional practice, I found that my shifts became fun again, I enjoyed meeting new patrons and engaging in conversations with them, and I quit meeting ill-prepared customers with an annoyed tone. Being stuck in a negative headspace is exhausting, and it wasn't until these intentional practices of allowing a deeper understanding came into play that I was able to even realize that.

Patience. This sub-theme is very closely related to the previous one mentioned, as the two can go hand-in-hand at times. In the depths of my burnout, if I wasn't able to correctly learn a new artform on the first try, I would chalk it up to being "too hard" and walk away. In continuing this cycle, I was unaware that I was only adding unnecessary stress to my daily life, but in an area that I would normally find fulfillment. In taking the time every day to create, sometimes without an expectation of the final result, I found that my patience with myself was on a slow but steady increase. Rather than walk away from a piece that wasn't turning out correctly, I found that as the study went on I was allowing myself more grace and accepting the flaws as learning curves rather than an unconquerable challenge.

This newly learned patience was easily transferred into my bartending work, making my interactions with my patrons more relaxing and in some cases, more informative. I found I was

willingly offering up more options or solutions to a customer's request whereas prior, I would rush to get the interactions over with to help the next person in line.

Summary

The primary research question behind this heuristic inquiry was: "What is the lived experience of daily mindfulness-based art-making for someone experiencing the effects of burnout working in the food and beverage industry?" The purpose behind this study was to gain a deeper understanding of burnout source through meaning making, uncover healthy coping mechanisms to address symptoms of burnout, identify and address symptoms in real time, and to assist in bridging the gap in published research and literature in regards to burnout within the food and beverage industry. Three primary themes and six sub-themes emerged that underline value in daily artmaking to help ease signs of burnout for a food and beverage industry worker.

CHAPTER 5

Discussion

Meaning Making

After spending time with the images created and re-reading journal entries, it became more obvious to me that utilizing materials that are resistive (clay, crochet materials, linoleum block printing) (Hinz, 2019) became vital to my process. As natural resistance is needed for the proper use of these materials, I recognized that in using these specific materials, I was able to release excess and unwanted energy that my body had been holding onto. These different materials each have their own traits that make them unique in how their resistance was necessary. The clay pieces created were only temporary, as I recycled the clay after the piece was created so that I may use it again. To me, this represents my emotions and how I am better able to cope with negative or unwanted feelings. Much like the clay pieces that were created throughout this study, these emotions are also temporary. They will not last, their grip on me will lessen and the space to learn from these feelings will emerge.

In utilizing the linoleum block cutting, I was better able to recognize a need for patience not only for myself, but for the process of art making as well. Every time I found myself rushing a cut, I would mess it up. This, to me, is representative of the apathy that comes along with burnout. I felt confident enough to rush through, not giving much thought or care before beginning and ultimately ending up with an unwanted result. When I rush through interactions with others while working, I'm potentially missing vital information and the chance to best serve them. The lack of care makes it much more difficult to make a re-visit possible, in terms of both my artmaking and the patrons returning to my place of business. I also recognized that I never utilized another ink color outside of black. To me, black can represent emptiness, void,

depression, heaviness. Much of those representations can mesh well with the symptoms I felt during this study of exhaustion and apathy. However, I also believe that black can represent boldness, and strength. After completing this study, I was better able to identify with the latter, using black as a sign of power rather than weakness.

Importance

I feel as though in utilizing the combination of daily art making, reflective journaling and mindful breathing helped redirect the path that I had been blazing down over the last handful of years working in the food and beverage industry. Rather than approach interactions with a chip on my shoulder on the days I was feeling run-down, I have found that on those days – I can re-center myself by utilizing breathwork, and even doing a quick blind contour to help focus my thoughts and mindset when the time allows.

Utilizing creative energy is a great space for me to decompress and unwind from busy days. It helps calm my nervous system, my breathing, and leaves me with a sense of pride as I am able to see the product of my efforts.

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APPENDICES

Appendix A

CONSENT TO PARTICIPATE IN RESEARCH

Title of the Research Study: Daily Art Making: Signs and Symptoms of The Lived Experience of Burnout in a Food and Beverage Industry Employee

Principal Investigator: Juliana Thrall, MPS, ATR-BC, LPCC Co-investigator: Lindsey Diehl

You are being asked to participate in a research study about the lived experience of daily art making in a food and beverage industry worker who is experiencing signs and symptoms of burnout. Key information for you to consider is provided below. Please carefully consider this key information and read this entire form to obtain more detailed information about this research study. Please feel free to ask questions about any of the information before deciding whether to participate in this research project. Participating in this research project is voluntary.

Key Information

- Purpose of the researcher study
: This study is to examine the lived experience of daily art making for someone in the food and beverage industry experiencing signs and symptoms of burnout.
- Procedure and Duration
: You will be asked to create new artwork utilizing a variety of mediums every day. Following the art making process, you will then partake in a mindful breathing exercise to transition out of the art making. This will take approximately 30 to 40 minutes, daily.
- Risks and discomfort
: Risks or discomforts from this research study include the potential threat of the art making process to cause extra anxiety to the sole participant. This will be met with a mindful breathing exercise at the end of each session to allow the participant to slow their heart rate and ease some of the excess worry.
- Potential benefits
: Benefits that may be expected from this research study include stress reduction, mood regulation, creation and implementation of a self-care routine for the sole participant, greater capacity for empathy, as well as the reduction of signs and symptoms of burnout. These benefits will help increase the participant's ability to function in stressful situations while working with food and beverage patrons as well as assist in establishing inner-peace.
- Participation is voluntary.

Purpose of the Research

The purpose of the research study is to examine the lived experience of daily art making for someone in the food and beverage industry experiencing signs or symptoms of burnout. You are being asked to participate because you meet all the criteria for this research study.

Procedures

You will be asked to participate in 30 minutes of art making daily over the course of four weeks. Following the art making, you will be asked to write in a reflective journal with open-ended questions, then engage in mindful deep breathing to transition out of the day's session.

Risks or Discomforts

The potential risks involved in this study are minimal and may include the risk of triggering anxiety or emotional dysregulation for the participant. These risks will be met with a mindful breathing exercise at the end of each session to allow the participant to slow their heart rate and ease some of the excess worry. If the breathing exercise does not stop the emotional dysregulation, the participant will halt the artmaking time to reach out to her therapist for support in managing the symptoms.

Potential Benefits

The benefits to this study consist of the following: stress reduction, mood regulation, creation and implementation of a self-care routine for the sole participant, greater capacity for empathy, as well as the reduction of signs and symptoms of burnout. These benefits will help increase the participant's ability to function in stressful situations while working with food and beverage patrons as well as assist in establishing inner-peace.

Confidentiality

There is only one participant taking part in this study, as it is intended to be a heuristic study. Confidentiality will be kept with me as I am the sole participant. Any and all information obtained will be securely kept in my home office. Any of your information that can directly identify you will be stored separately from the data that will be maintained for a period of three years in a password-protected electronic storage [or in a locked box].

Voluntary Participation

It is entirely voluntary to participate in this research study. You can decline participation in the study by not signing the consent form. You can withdraw from the study at any time without penalty by contacting the co-investigator, Lindsey Diehl, at 616-402-5503,

or lindsey.diehl@smwc.edu, even if you decide to be part of the study now.

Use of Data for Future Study

Data that does not contain information directly identifying you could be used for future research studies or distributed to another investigator for future research studies without additional informed consent.

If you have questions about this research study, please contact the principal investigator or co-investigator.

Principal Investigator

Elizabeth Markman, MA, LCPC, ATR-BC, PhD
Saint Mary-of-the-Woods College, Saint Mary-of-the-Woods, IN
Elizabeth.Markman@smwc.edu

Co-Investigator

Lindsey Diehl
17088 Main Street, Apartment 1, Nunica, MI 49448 Lindsey.Diehl@smwc.edu
616-402-5503

This study was approved by the Saint Mary-of-the-Woods College Human Subjects Institutional Review Board on _____. If you have questions or concerns about your rights as a research participant, you may contact the chair of the Human Subjects Institutional Review Board.

Dr. Lamprini Pantazi, Chair, Human Subjects Institutional Review Board Saint Mary-of-the-Woods College
Saint Mary of the Woods, IN 47876 (812) 535-5232
lpantazi@smwc.edu

My signature below indicates that I am 18 years of age or older, I have been informed about this study, I consent to participate, and I have received a copy of this consent form.

Signature

Date _____

Note: If participant is under the age of 18, participant's parent or guardian must sign the consent form and the participant must sign an assent form.

Appendix B

CONSENT TO PHOTOGRAPH ARTWORK

Thank you for your participation in this research project. As part of this project, you may choose to be photographed and/or videotaped and also invited to make art. Please indicate below the use of the media to which you are willing to consent by initialing to indicate "yes" to each item, based on your comfort level. You will not be penalized for refusing to be photographed and/or videotaped or to have your personal artwork published.

The results of this study may be presented in educational settings, scientific journals, popular press or newspapers, professional conferences, or social media. The researchers agree to only use the materials in ways to which you agree.

Only aggregated data and pseudonyms will be used in presenting this research. Please initial your approval.

I give my approval to be videotaped during ~~this~~ study. Yes: _____ No:

I give my approval to be audiotaped during ^{LD} this study. Yes: _____ No:

I give approval for my spoken contributions within the research to be recorded and transcribed. Yes: ^{LD} No:

I understand that I will be given the opportunity to review transcribed text for accuracy and intent before the research is finalized (member-checking). Yes: ^{LD} No

I give approval for my artwork to be photographed and published. Yes: ^{LD} No

I understand that I can withdraw my permission to be photographed and/or audiotaped, and for my art work to be photographed, at any time without prejudice and with no explanation required.
Yes: ^{LD} No:

I have read the above and give my consent for the use of the photograph/ audiotape as indicated. I certify that I am eighteen (18) years of age or older and that I have been given a copy of this form for my own records. Yes: ^{LD} No:

Signature Lindsey Diehl

Date _____

Appendix C

Procedures

1. Identify desired materials for daily art making session (5 minutes)
2. Set a timer, create art for allotted time (30 minutes)
3. Answer reflective questions in journal
 - a) How do you feel after making this piece?
 - b) Did any strong emotions surface during the art making time? If so, what were they?
 - c) What, if any, symptoms of burnout were experienced today? Were any of these symptoms somatic?
4. Set a timer, engage in mindful breathing until timer ends (3 minutes)
5. Clean up and put away any materials used in the art making process

Appendix D
Letter of Support



May 5, 2023

To Whom It May Concern:

My name is Lance Howe, and I am the Clinical Manager for Sanford Behavioral Health's John St. location. I understand that Lindsey Diehl is engaged in heuristic research. Should she experience emotional stressors and require support during this process, I can make myself available to her for processing.

Respectfully,

A handwritten signature in blue ink that reads "Lance Howe".

Lance Howe, MS, CADC, DP-S
Clinical Manager
Sanford House at John St.

15146 16th Avenue
Marne, Michigan 49435
SanfordHouseGR.com
844.776.9651

Appendix E

CITI Completion Reports

COLLABORATIVE INSTITUTIONAL TRAINING INITIATIVE (CITI PROGRAM) COMPLETION REPORT - PART 1 OF 2 COURSEWORK REQUIREMENTS*

* NOTE: Scores on this Requirements Report reflect quiz completions at the time all requirements for the course were met. See list below for details. See separate Transcript Report for more recent quiz scores, including those on optional (supplemental) course elements.

- **Name:** LINDSEY DIEHL (ID: 11679456)
- **Institution Affiliation:** Saint Mary-of-the-Woods College (ID: 2252)
- **Institution Email:** lindsay.diehl@smwc.edu
- **Institution Unit:** MAAT

- **Curriculum Group:** Students
- **Course Learner Group:** Students - Class projects
- **Stage:** Stage 1 - Basic Course
- **Description:** This course is appropriate for students doing class projects that qualify as "No More Than Minimal Risk" human subjects research.

- **Record ID:** 52187441
- **Completion Date:** 24-Oct-2022
- **Expiration Date:** 23-Oct-2025
- **Minimum Passing:** 80
- **Reported Score*:** 93

REQUIRED AND ELECTIVE MODULES ONLY	DATE COMPLETED	SCORE
Belmont Report and Its Principles (ID: 1127)	18-Oct-2022	3/3 (100%)
Students in Research (ID: 1321)	18-Oct-2022	5/5 (100%)
History and Ethical Principles - SBE (ID: 490)	18-Oct-2022	5/5 (100%)
Defining Research with Human Subjects - SBE (ID: 491)	18-Oct-2022	5/5 (100%)
The Federal Regulations - SBE (ID: 502)	24-Oct-2022	5/5 (100%)
Assessing Risk - SBE (ID: 503)	24-Oct-2022	5/5 (100%)
Informed Consent - SBE (ID: 504)	24-Oct-2022	5/5 (100%)
Privacy and Confidentiality - SBE (ID: 505)	24-Oct-2022	5/5 (100%)
Research and HIPAA Privacy Protections (ID: 14)	24-Oct-2022	2/5 (40%)

For this Report to be valid, the learner identified above must have had a valid affiliation with the CITI Program subscribing institution identified above or have been a paid Independent Learner.

Verify at: www.citiprogram.org/verify/?k55f2bbca-8e97-4a46-9126-7f8a01ff953e-52187441

Collaborative Institutional Training Initiative (CITI Program)
101 NE 3rd Avenue
Suite 320
Fort Lauderdale, FL 33301 US

Email: support@citiprogram.org
Phone: 888-529-5929
Web: <https://www.citiprogram.org>

Modules	Completed	Score	
Belmont Report and Its Principles (ID 1127)	18-Oct-2022	100%	Review
Students in Research (ID 1321)	18-Oct-2022	100%	Review
History and Ethical Principles - SBE (ID 490)	18-Oct-2022	100%	Review
Defining Research with Human Subjects - SBE (ID 491)	18-Oct-2022	100%	Review
The Federal Regulations - SBE (ID 502)	24-Oct-2022	100%	Review
Assessing Risk - SBE (ID 503)	24-Oct-2022	100%	Review
Informed Consent - SBE (ID 504)	24-Oct-2022	100%	Review
Privacy and Confidentiality - SBE (ID 505)	24-Oct-2022	100%	Review

Elective Modules

Modules	Completed	Score	
Research and HIPAA Privacy Protections (ID 14)	22-Feb-2023	100%	Review