

# DESIGNING FOR HEALTHY SELF-REFLECTION ON COGNITIVE DATA IN THE CONTEXT OF BURNOUT

## Background

Burnout is an emerging mental problem among people who deal with high level of stress on a daily basis. Individuals with burnout often experience cognitive challenges in general performance or the excessive effort to perform certain tasks. With increasing work pace through the years, on average over 10% of the workers in Europe and over 17% in non-European countries had burnout experience up until 2018 (Schaufeli, 2018).

The advancing cognitive personal informatics (CPI) technology has made it possible to monitor psychophysiological data and quantify human cognition and cognitive activities. The quantified human cognition-related data could be of great value to people who wish to be more aware of their condition or needs and refer to this information in reflective activities to become a better version of themselves.

## Research questions

### RQ1. What constitutes a comprehensive understanding of burnout?

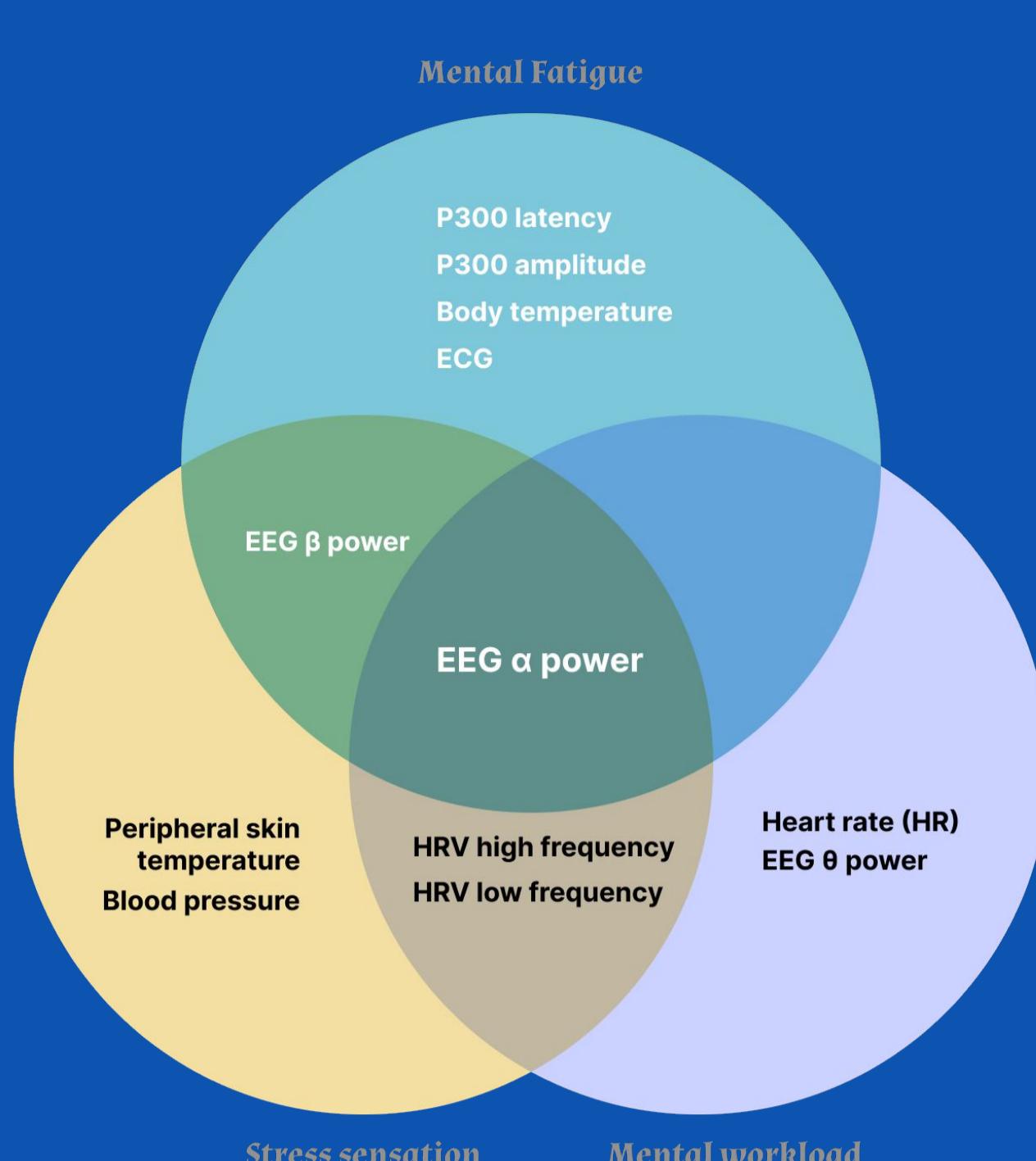
- 1.1 How does burnout influence people's life at different development stage?
- 1.2 What are the common approaches to intervene burnout?
- 1.3 How is burnout measured?

1.4 What is the relationship between burnout and human cognitive correlates?

### RQ2. What do people need to effectively intervene burnout episodes?

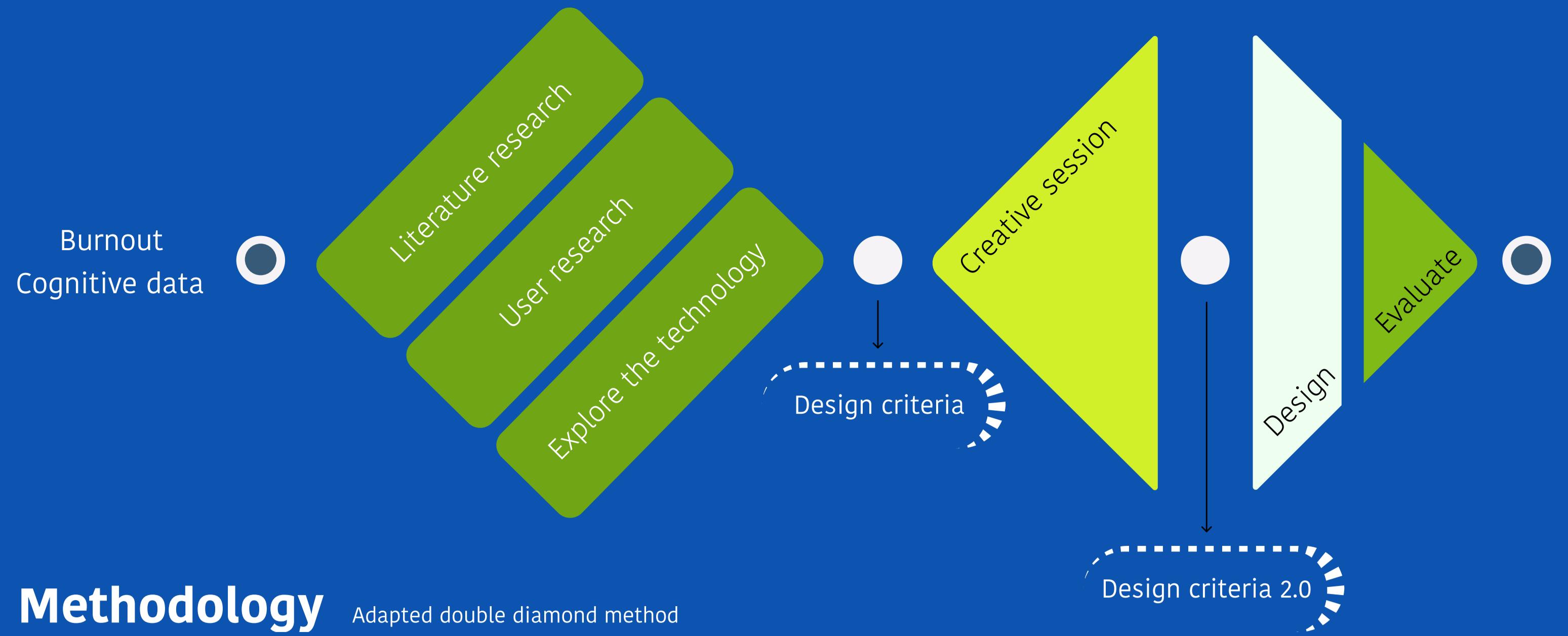
- 2.1 What is the general experience of people dealing with burnout?
- 2.2 What are the key qualities should an effective burnout intervention have?

### RQ3. How to give CPI technology meaning in designing burnout solution?



#### Snapshot of cognitive burnout correlates

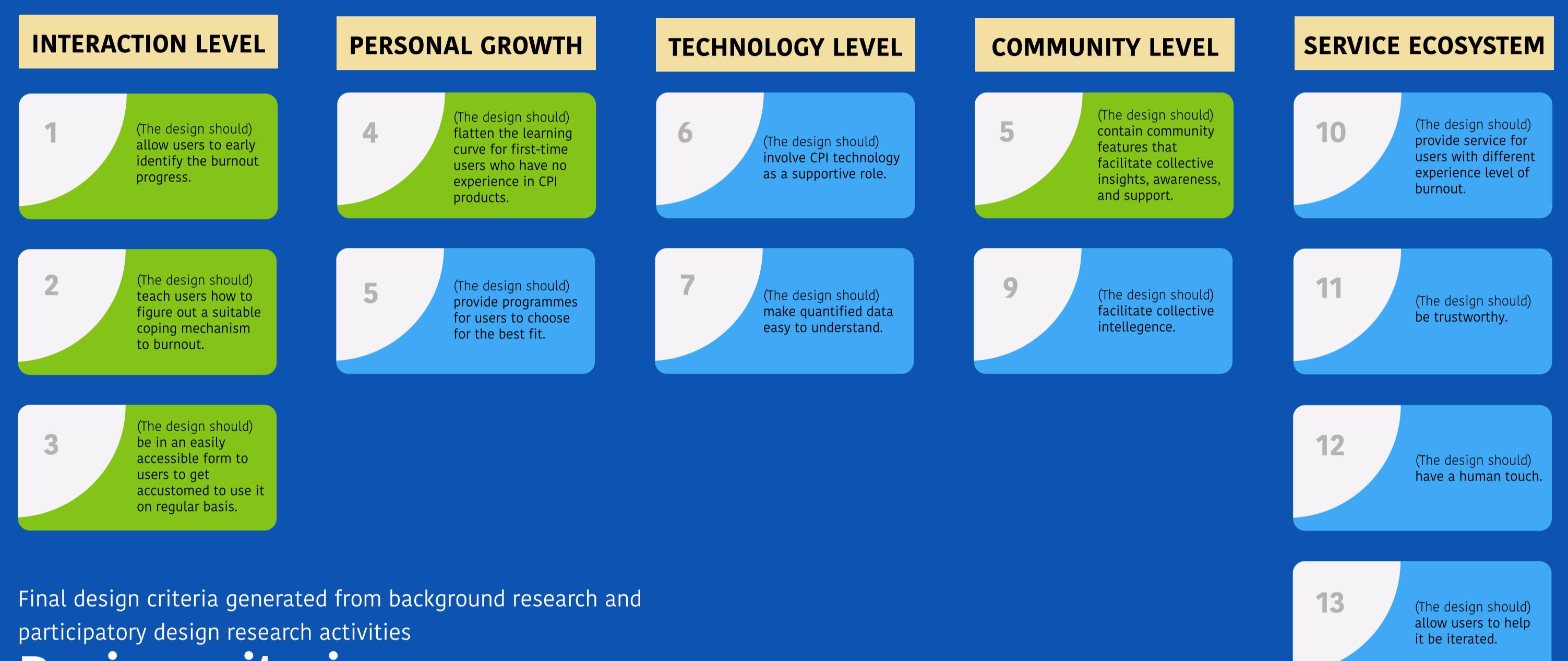
These correlates suggest burnout severity from different angles. They can be quickly gathered by CPI devices.



## Methodology

Adapted double diamond method

## “How to make use of CPI systems to support people in signaling burnout early symptoms on regular basis?”

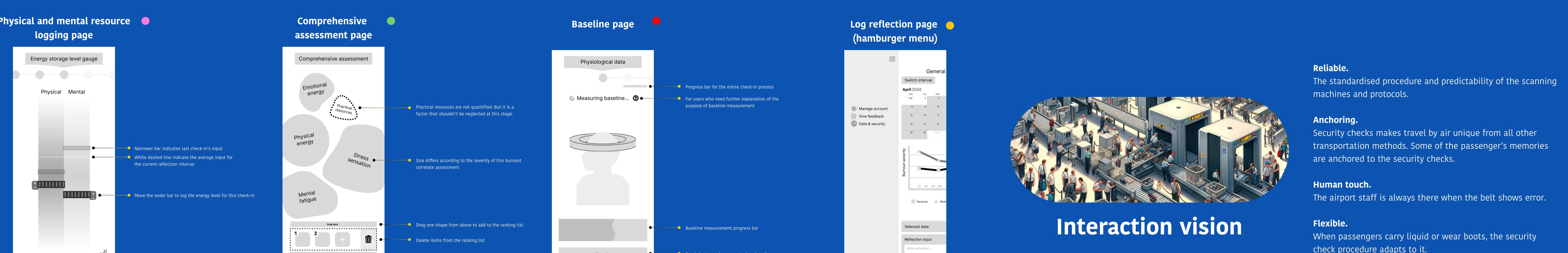
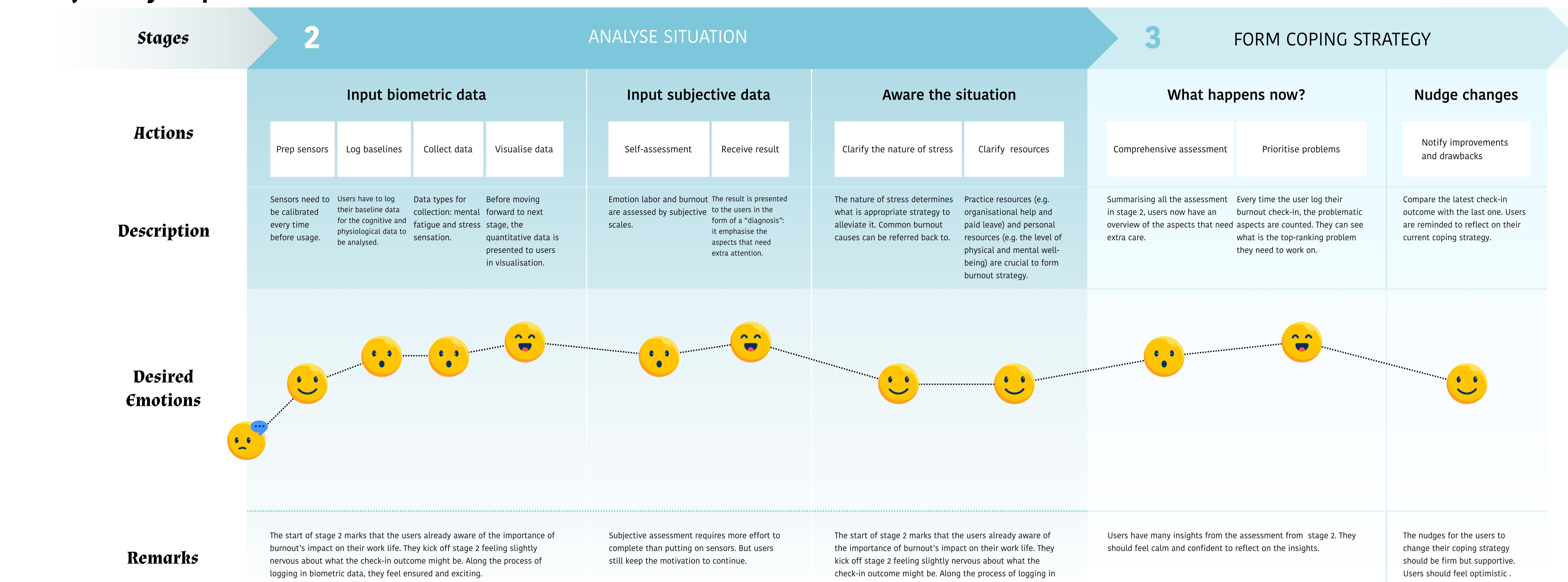


Final design criteria generated from background research and participatory design research activities

## Design criteria

## User journey map

The concept takes a supportive role in user's burnout recovery journey. CPI technology and self-reflection nudges work together to help users adjust their burnout coping mechanism.



## Interaction vision

