

## Exploring the benefits of using a telephone headset: Improving productivity & reduce worker's compensation claims.



### Medical experts confirmed using a telephone headset can greatly reduce work-related neck and spinal pain.

In today's business world, office workers generally spend a lot of time on the telephone. Depending on your job nature, on average our telephone talk time can range from half an hour to 3-4 hours. For contact center representatives the time will usually be much longer.

Yet, we are often required to multi-task during our conversations and we are forced to scrunch the handset between our ear and shoulder, so we can free our hands. We grow so accustomed to this that we can spend from minutes up to hours in such posture, leaving us with sore neck, back pains, and headaches which can lead to serious injuries.

Researchers have coined the term Telephone Neck Syndrome (TNS)

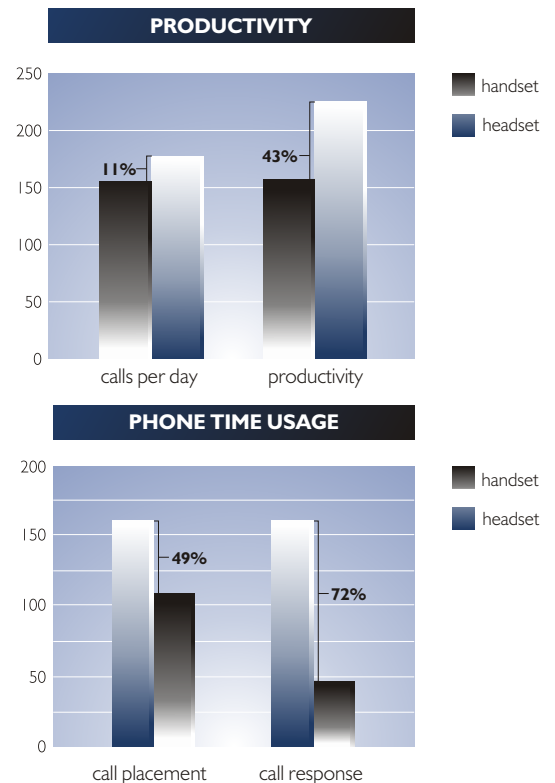
to describe these work-related injuries which are the results of the neck forced to be in a bent position for a lengthy period of time, with the muscles continuously contracted. After a while, the hyper-contracted muscles become irritated, cutting off their own blood supply and may go into spasm. Furthermore, within the spine, the vertebrae is being compressed along the lateral edge, causing squeezing of the discs, which may cause them to bulge or rupture.

Medical researchers have now confirmed that TNS can be dramatically reduced with the use of a proper telephone headset. A study conducted at Santa Clara Valley Medical Center in San Jose, CA, found that office workers using telephone headsets can reduce neck, shoulder and upper back muscle tension as much as 41%, compared to a control group using traditional handset.

### Research shows significant improvements to overall productivity for workers using a telephone headset as to a normal handset.

Yet, in another study, researchers concluded that using a proper telephone headset can "...substantially improve productivity and overall call volume, while reducing phone-related employee downtime and physical discomfort." The study showed that workers with headset have an actual overall increase in productivity up to 43% as compared to the control group. Telephone related work-time were greatly reduced, repeat call were made without interruption, time-intensive task like typing on a PC were done more efficiently, error-rates were reduced, improved service noticed. Most importantly, workers with headset placed an average of 16 more calls per day as compare to those using traditional handset.

With such convincing evidence and apparent benefits, the question is not whether we should equip our staff with telephone headsets, but which telephone headset to buy. There are a number of different brand names in the market, and quality versus pricing can vary quite a bit. Accutone® is one brand that is well-known for its ergonomic designs and acoustic excellence. Accutone® offers a full range of telephone headsets designed for different applications, from strong and heavy-duty binaural headset to ultra-lightweight elegantly-designed headset to head-wear/ear-wear convertible headsets. Come take a look for yourself at <http://www.accutone.com.hk>.



## Ergonomics of telephone headsets.

A study on work-safety and improving productivity  
The benefits of using telephone headset in today's offices.

