

Leadership Perspective: Health & Fitness

When looking for an excellent leader for your contact centre one of the growing issues nowadays is employee health and fitness. Although there so far is no specific trade union award protecting people employed in contact centres, one of the most critical issues that could affect this is the lack of leadership priority and understanding of contact centre worker's health and fitness.

Here are just a few of the areas that must be considered. (I'll be writing a specific series of articles to address each of these in depth in the near future).

Desks	Workstation design	Verbal Abuse	Headsets & maintenance of headsets
Heating	Musculoskeletal disorders	Air conditioning	Distribution of 24X7 occupancy
Layout	Temperature	Humidity	Refreshments
Breaks	Hot desking	Maintenance of equipment	Employee/employer feedback
Bullying	Job design	Eyes & eyesight	Quantitative/qualitative monitoring
Headsets	Changes to shifts	First air	Repetitive stress injuries
Hearing	Chair	Voice health	Electronic performance monitoring
Ventilation	Work-related stress	Monitor issues	Training in health & safety
Lighting	Air quality	Burnout	Acoustic shock
Targets	Restrooms	Motivation versus movement	Contagion

Contact centre leaders need to be sensitive to those who work for and with them. For instance:

- What do they believe about burnout, stress, RSI, etc?
- How have they dealt with these issues previously?
- What kind of hours do they typically keep? (this can tell you a lot about their own attitude toward personal health - and if their expectations may be unrealistic for those who work with them.)

Although organisations must get the most possible from their staff today, people who tend to be perfectionists and who must work excessively long hours than others can be burning their candle at your expense in your centre and taking others with them. Leaders, managers and staff on the phones must have time to refresh and recharge or everyone ultimately suffers.

One key reason leading in this environment is so difficult is because people are complicated physical and psychological beings -- good leaders respect themselves and their people particularly in regard to health.

[Read about the author, Darlene D. Richard, at www.CallCentreINTEGRITY.com/articles.htm](http://www.CallCentreINTEGRITY.com/articles.htm)