



Call centre work bad for your health: study

TELEMARKETERS talk so much they've been making themselves sick, according to a new study.

Researchers found a link between vocal health and overall health among staff working in telemarketing.

The findings could help the \$13.7 billion industry find ways of improving call centres to boost the health and productivity of the 220,000 telemarketers employed across Australia.

The study looked at the health of nearly 600 people working in 14 call

centres across the United Kingdom and Ireland.

Sickness levels among call centre staff were found to be abnormally high.

The study found they worked in stressful environments with excessive background noise and constant sales targets.

Longer shifts led to workers suffering strained and sore vocal chords, which then impacted their overall health.

The findings were presented at Speech Pathology Australia's national conference in Melbourne.