



Call centre staff talk themselves sick

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

Researchers have found a link between vocal health and overall

health among call centre staff in Britain and Ireland.

The findings could help the \$13.7 billion industry find ways to improve call centres to boost the

health and productivity of Australia's 220,000 telemarketers.

The findings were presented at a Speech Pathology Australia conference held in Melbourne this week.