



Why Do You Need a Headset?



Telephone Neck Syndrome (TNS) is a common malady caused by "scrunching" the receiver between our ear and shoulder. To enable us to complete tasks requiring the use of both hands, we often spend minutes or hours in that position. This may leave our necks stiff and heads aching for days afterward.

In this position, the muscles on the side that are holding the receiver contract and shorten. They become irritated and cut off the blood supply, sending the muscle into spasm. The vertebrae compress along the outside edge, squeezing the discs, which can cause bulging or even rupturing. When this happens, there may be tingling, numbness and pain starting in the neck and extending to the arm, hands and fingers. On the hyperextended side, the muscles lengthen and stretch, which may also cause pain.

Treatment for TNS

Try applying cold or heat to the affected area. In general, choose cold for the initial, intense pain and heat for persistent pain. If the pain is severe, ibuprofen may be helpful as it both reduces pain and inflammation of the muscles.



Massage therapy to target the muscles under stress and increase blood flow to the area can bring almost immediate relief from symptoms. Neuromuscular therapy or trigger point therapy is useful in treating the muscles that rotate and flex the head and neck and as well as those that move the scapula.

If the vertebrae are out of alignment from prolonged abuse, chiropractic adjustment may be necessary. Often a combination of massage and chiropractic care is the best approach.

Avoiding or Reversing TNS

Of course, the best option is to avoid the problem all together. A headset may be the simplest way to do that. With prices starting

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under \$50, a headset is a worthwhile investment in your health and that of your employees. [Headsets](#) can be used with almost any kind of office or home phone. The University of Connecticut Health Center identifies headsets as an essential element in the ideal workstation.

A study conducted on people who spend at least three hours a day on the telephone at work, shows that headsets can reduce neck, shoulder and upper back muscle tension up to 41%.

Headset Use Improves Productivity



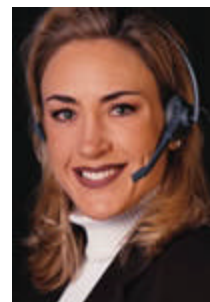
In another study, data revealed that workplace efficiency and productivity (including call volume) is improved by up to 43% with the use of headsets. The study showed that normally time-intensive tasks like checking reference materials while on the phone were performed more rapidly and proficiently with headset usage. Reduced error rates and improved service quality were also noted.

Workers using headsets also reported higher morale, less fatigue and fewer phone-caused physical grievances.

Headsets as a Fashion Statement?

The image of the 1950's switchboard operator with bulky headset is light years away from the sleek image of the headset customer of today. With the hectic pace of life, what could be more "now" than a device that allows you to do more than one thing at a time while still being ergonomically correct?

Headsets have been spotted on clothing retailer's sales associates, rock stars during demanding concerts, restaurant employees, aerobics instructors and more. There are even headsets for cell phones for the ultimate in free movement.



See our article, [Choosing the Right Headset](#) for tips on finding the one that is best for you.