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Many office tasks today are centered around telephones and computers as key workstation components. For example, employees making reservations may take information from customers and transfer it into the computer. They may also receive information from the computer and relay it to customers by telephone.

Telephones add to the convenience of a workstation; however, telephones have cords that can get tangled up, and can cause the user to assume awkward postures. Consider the following to help prevent musculoskeletal disorders.

☞ [Placement and Use](#)



Telephone Quick Tips

- ☞ Use a speaker phone or headset for long conversations.
- ☞ Keep it close enough to avoid repeated reaching.

Placement and Use



Potential Hazard

- ☞ Placing the telephone too far away can cause you to repeatedly reach, resulting in strain on the shoulder, arm, and neck.

Possible Solutions

- ☞ Place the telephone in the [primary or secondary work zone](#), depending on usage patterns. This will minimize repeated reaching, reducing the possibility of injury.
- ☞ Keep the telephone cord out of working areas so it does not create a tripping hazard.

Potential Hazard

- ☞ Prolonged conversations with the phone pinched between your shoulder and head (Figure 1) may cause stress and neck pain.



Figure 1
Awkward posture during
telephone use

Possible Solution:

- ☞ Use a "hands-free" headset (Figure 2) if you plan to spend a lot of time on the phone. Speaker phone options may also be appropriate, provided the volume of this feature does not annoy your co-workers.



Figure 2
Conventional headset