

Wireless headsets are the new secret to boosting productivity.

Traditionally, receptionists were the only ones in businesses using headsets. That's because their primary duty was to answer and handle calls quickly and efficiently. Hands-free headsets let them do this. This convenience then moved into the world of sales people and other in-the-field workers who use Bluetooth headsets to take calls while on the go.

What is still lagging in many businesses is the use of wireless headsets in the office. This practice has been shown to bring executives and other workers the same level of productivity headsets brought to receptionists decades ago.

The advantages of wireless headsets in the workplace are many. These devices . . .

- Let executives and other workers move around, stand up, pace, and keep from getting stiff or uncomfortable stuck in one place or one position.
- Reduce the efforts of customer service people who are always on the phone helping customers.
- Eliminate the physical effort of holding a phone to the ear to reduce muscle tension and help employees stay more relaxed while talking to customers, partners, vendors, etc.
- Free the hands of executives and other workers so they can type into the computer, review documents and look up related information while on the phone.

All in all, wireless headsets make everyone more productive by eliminating the limitation of sitting in one place, using one hand to hold the phone. Wireless headsets produce happier employees and happier customers as a result.

Wireless headphones or headsets are a very cost-effective addition to your operation. When considering which ones to choose, here are the elements you'll want to consider:

- **Battery Life.** Consider the charging time, number of hours the battery lasts when charged and the life of the battery. Choose the one that best fits the work pattern of the headset user.
- **Comfort.** Determine what style of headset your executives and employees find to be the most comfortable. The options are many and include over-the-ear, over-the-head, and behind-the-head.
- **Noise.** Study the working environment in which the headset will be used. Consider technology that eliminates interference from Wi-Fi networks and has a noise-canceling microphone to filter out background noise.
- **Range.** Select models that match the distance the individual employee may need to move away from their desk. The typical ranges are from as little as 300 to as much as 500 feet.
- **Sound Quality.** Remember that good quality is important for all business calls. Most of today's advanced wireless headsets include technologies that enhance sound quality. Of course, the best quality sets tend to be more expensive, but getting these advanced features may be a cost-effective investment.
- **Mute Capability.** Make it possible for executives on conference calls to be able to mute their line in case of interruptions or other activities that could disturb the meeting. Depending upon who will be using the phone, this is a feature you'll need to consider.
- **Price.** Think of this purchase as an investment in productivity. Making sure that workers accomplish more each day shows up on your bottom line. Cost will depend on the model(s) you select and the features you need.

It's often been said that how you communicate is directly aligned to the success of your business. Having a solid phone system and enhancing your workers' productivity with a wireless headset can help you improve communications in your business.



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