CONFLICT RESOLUTION IN INDUSTRIAL FACILITIES

Leader's Guide, Fact Sheet & Quiz

This easy-to-use Leader's Guide is provided to assist in conducting a successful presentation.

PREPARING FOR THE MEETING

Here are a few suggestions for using this program:

a) Review the contents of the Fact Sheet that immediately follows this page to familiarize yourself with the program topic and the training points discussed in the program. The Fact Sheet also includes a list of Program Objectives that details the information that participants should learn from watching the program.

b) If required by your organization, make an attendance record to be signed by each participant to document the training to be conducted.

c) Prepare the area and equipment to be used for the training. Make sure the watching environment is comfortable and free from outside distractions. Also, ensure that participants can see and hear the TV screen or computer monitor without obstructions.

d) Make copies of the Review Quiz included at the end of this Leader's Guide to be completed by participants at the conclusion of the presentation. Be aware that the page containing the answers to the quiz comes _before_ the quiz itself, which is on the final page.

CONDUCTING THE PRESENTATION

a) Begin the meeting by welcoming the participants. Introduce yourself and give each person an opportunity to become acquainted if there are new people joining the training session.

b) Introduce the program by its title and explain to participants what they are expected to learn as stated in the Program Objectives of the Fact Sheet.

c) Play the program without interruption. Upon completion, lead discussions about your organization's specific policies regarding the subject matter. Make sure to note any unique hazards associated with the program's topic that participants may encounter while performing their job duties at your facility.

d) Hand out copies of the review quiz to all of the participants and make sure each one completes it before concluding the training session.

LENGTH: 16 MINUTES

PROGRAM SYNOPSIS:
A computer workstation doesn't appear to be very dangerous. In fact, it seems pretty harmless when you compare it with the big machines and power tools that some people use at work, but nearly one out of every five computer users have discovered the hard way that how they set up and use their workstations can, in fact, hurt them. The risks are real. Repetitive motion, poor workspace organization and physical stress can cause conditions like carpal tunnel syndrome, computer vision syndrome and lower back pain. But these problems aren't difficult to prevent when you know what causes them, and what you can do to avoid them. This program reminds employees that if they know the types of physical problems that their computers can cause, they can prevent them from occurring.

PROGRAM OBJECTIVES:
Upon completion of the program, viewers should:
• Recognize potential physical problems that can occur when working at computer workstations.
• Understand the causes of these problems.
• Make adjustments to their work areas to prevent pain and injury.
• Use neutral body positions to minimize stress and strain.
• Use stretching and relaxation to prevent and relieve physical and mental fatigue.

PROGRAM OUTLINE:

INTRODUCTION
• **Millions of people use computers at their jobs every day and for nearly one out of every five of them that experience has become a painful one.**
— Repetitive motion, poor lighting and physical stress can cause conditions like carpal tunnel syndrome, computer vision syndrome and lower back pain.
— But these problems are easy to prevent when you know what causes them and how to avoid them.

PROPER ORGANIZATION OF A COMPUTER WORKSTATION
• **Putting your computer on the desk in front of you may seem like a no-brainer, but if you position the monitor incorrectly, you're setting yourself up for eyestrain and neck pain.**
— Place the monitor 16-to-27 inches from your eyes.
— It should be set up so that you are looking down at it, at a 5-to-20 degree angle.
• **When you're referring to other documents at your workstation, position them at the same distance and height as the computer screen.**
— That way you prevent the strain and fatigue of constantly having to turn your head back and forth and refocus your eyes.
• **Now imagine you're typing at your computer and the phone rings.**
— It's perfectly natural to pick up the phone and cradle the hand-set between your head and shoulder, so you can continue typing as you talk.
— But it's a bad idea, because it's a great way to strain your neck muscles.
— The solution is to equip yourself with a hands-free telephone headset.
— That way you can get more done without the risk of pain or injury.
• **When was the last time you wiped off your computer screen? Never?**
— If you let your monitor get dirty, and stay that way, you're just asking for eyestrain.
— The screen's electrical charge attracts dust.
— Unless you clean it regularly, the images on your monitor will just get harder and harder for you to see!
• **Get yourself some of the disposable wipes that are made specifically for cleaning monitor screens.**
— Then rub the wipe gradually in small circles across the screen.
— Avoid putting direct pressure on the surface while you do it.

— But don't forget to power down your monitor before you start to clean.
— Remember to clean the screen on a regular basis.

MAXIMIZING NEUTRAL POSITIONING
• **"Neutral positions" are stress-free postures in which your joints are naturally aligned and fully supported.**
— Working with your body in neutral positions significantly reduces your risk of pain and injury.
• **To set up your computer workstation to maximize neutral positioning, the first step is to adjust the height of your chair.**
— It should be high enough so that your elbows are bent between 90 and 120 degrees when your forearms are resting flat on your work surface.
— Your thighs should be roughly parallel to the floor and your knees about the same height as your hips, with your feet placed slightly forward.
— The seat of your chair should give firm support to your lower back, hips and thighs.
• **Good lower back support prevents the pain and fatigue that's caused by uneven pressures on your spine.**
— If the back of your chair doesn't provide enough support, you can add more by placing a lumbar cushion, a pillow or even a rolled-up towel behind your lower back.
• **It's important for your feet to be firmly supported as well.**
— If they rest flat on the floor after you've adjusted your chair, you're in good shape.
— But if your feet don't touch the floor, they put strain on your spine, so use a foot-rest to support them.
• **Next, place your keyboard close enough so that your fingers can easily reach the "home" keys of a, s, d and f on the left and j, k, l and semi-colon on the right.**
— The important thing is to keep your wrists flat, not bent up or down.
— Keeping the wrists flat relieves pressure on the median nerve, which is where carpal tunnel syndrome begins.
• **You may have to readjust the height of your chair slightly to get into this position.**
— You can also adjust the height of your keyboard or use a wrist-pad if necessary.
• **Even if you've set yourself up with perfect posture, sitting still for prolonged periods is not healthy.**
— So be sure to work some movement into your day, because "stirring yourself up" now and then is good for you.

REDUCING MUSCLE TENSION, EYE STRAIN & MENTAL STRESS
• **Limbering up your hands, wrists and fingers, is critical, because working at a computer continually taxes those muscles.**
— Stop your keyboarding occasionally, make a tight fist, then release your grip and spread out your fingers. Repeat this 5 times for each hand.
— Then, grasp your fingers and gently bend back your wrist. Hold this position for 5 seconds.
— Repeat the exercise with the other hand.
• **Computer work can cramp your neck muscles, too.**
— Loosen them by turning your head slowly from one side to the other.
— Hold each turn for 3 seconds.
— Repeat the cycle 5 to 10 times.
• **Believe it or not, all of the little motions that you make with a computer mouse can add up to big fatigue in your upper back and shoulders.**
— You can stretch this muscle group by positioning your elbows at a 90 degree angle to your body, then pushing them back as far as they will go.
— Hold this pose for 5 seconds.
— Do about 5 to 10 repetitions.
• **You can also relax your shoulders by rolling them forward five times in a wide, circular motion.**
— Reverse the motion and roll five more times.
— Repeat the cycle 5 to 10 times.
• **If the long hours at your computer are making your lower back uncomfortable, you can relieve those tired muscles while you're in your chair as well.**
— Start by sitting up straight, then bending at the waist to lower your upper body slowly down to your knees.
— Hold this position for a few seconds.
— Then sit back up, take a deep breath and relax.

- **During the workday, your leg muscles can also get stiff from sitting still.**
— Stretch them out by grabbing your shin just below the knee and pulling slowly toward your chest.
— Hold it for five seconds.
— Then do the other leg.
— Repeat until your legs feel limber.
- **"Sitting still" isn't a problem for your eyes. They're in motion all day, scanning back and forth over your monitor screen.**
— So give them an occasional rest by focusing on an object at least 20 feet away.
— Another way to rest your eyes is to temporarily switch to a different activity, like filing, that doesn't involve looking at a computer.
- **But while you're reducing your muscle tension and eyestrain, don't neglect the build-up of mental stress.**
— The two often go hand-in-hand, and a great way to attack them both is through deep breathing.
— To begin, breathe in slowly and deeply though your nose, relaxing your abdominal muscles to allow your lungs to fill completely.
— Hold the breath for two seconds, then tighten your lips and gradually blow the air back out between them.
— Repeat this until you feel more relaxed inside and out.
- **All of the activities we've just looked at are intended to provide relief from the potential stress and strain of working at your computer.**
— If they don't, and you continue to feel tired, or have an unexplained pain that won't go away, it's time to talk to your doctor.

CONFLICT RESOLUTION IN INDUSTRIAL FACILITIES

ANSWERS TO THE REVIEW QUIZ

1. b

2. a

3. d

4. a

5. b

6. b

7. a

CONFLICT RESOLUTION IN INDUSTRIAL FACILITIES
REVIEW QUIZ

The following questions are provided to determine how well you understand the information presented in this program.

Name_____**Date**_____

1. Conflict is unusual in most workplaces?

a. True
b. False

2. "Misunderstandings" often come from vague, outdated or incorrect information?

a. True
b. False

3. When handled properly, conflict can produce which of the following:

a. New ideas
b. Innovations
c. Positive change
d. All of the above

4. Your "physical response" to a confrontation will have more immediate impact than anything you say?

a. True
b. False

5. Experts say you should <u>not</u> do which of the following when you are confronted by an angry person?

a. Keep your arms low.
b. Make a fist.
c. Stay calm.
d. Maintain eye contact.

6. "Avoidance" is always the most effective method of resolving a conflict?

a. True
b. False

7. Although "compromise" can work, "collaboration" can often be more effective in resolving conflict?

a. True
b. False