

A woman with short reddish-brown hair and glasses, wearing a blue uniform with 'ECC' on the collar, sits at a desk in a control room. She has a serious, stressed expression. The background shows other people at desks with computer monitors and equipment.

STRESS

CONTINUES TO PLAGUE TELECOMMUNICATORS

Studies show that ECC telecommunicators are faced with higher levels of stress than ever with insufficient resources to handle them.

By Dennis L. Snyder Jr.