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**The Corporate Clinic**  
Informed Decisions  
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Education doesn't cost... it pays.

This famous phrase is well entrenched in the minds of those who value knowledge and understand how information helps determine the direction of their companies, as well as how it shapes their own destinies and the lives of others. Education not only pertains to the academic acquisition of knowledge, but also involves experience gained in the real world of business and in the interaction between customers, clients, competitors and your own personnel. Appropriate application of academic and practical experience determines your success. However, it has never been sad that it had to be your own experience.

You can learn from the experience of others, thereby avoiding costly mistakes. Imagine the complicated process of renovating the headquarters of a large international corporation. In one case, a professional designer agreed to specify good ergonomic chairs but required a standard set of work surfaces which were consistent with the ambiance and design of the interior. These work surfaces happened to be too shallow for the computer terminal equipment, and the highly paid professionals who used these work stations had to perform their tasks with faces practically touching the screens. As you can guess, this was a totally unworkable situation, which necessitated replacement of the existing computer equipment.

Another example involves the specification of custom-made furniture in a new office. Here again, the computer equipment could not be properly placed in the work stations, so the custom furniture had to be replaced. These true stories do not imply a problem with the use of quality designers. Yet, they do illustrate the negative impact that occurs when all components involved in worksite intervention are not considered.

When initiating change in the office or industrial worksite, always consider:

- The nature of tasks to be performed at all work stations (both present and future)
- All equipment, tools, instruments and materials used (existing and new); consider capabilities, dimensions and space required for proper use.
- Work stations (existing and new); consider space requirements from proper performance of tasks, range of adaptability to meet physical characteristics of users and meeting code requirements.
- Work environment (existing and new); consider air quality, temperature, humidity, noise and lighting.
- Employee education; explain rationale, intent, benefits and utilization of worksite enhancements or renovation.

Many rewards await those who take time and energy to become informed, personally and professionally.