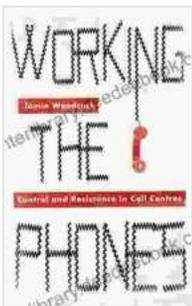


# Control and Resistance in Call Centres: A Wildcat Observation

Call centres are often seen as sites of intense control. Workers are closely monitored and their every move is scrutinised. They are often subject to strict performance targets and are often denied basic rights, such as the right to take breaks or to speak to their colleagues. This can lead to a sense of powerlessness and alienation among workers.



## Working the Phones: Control and Resistance in Call Centres (Wildcat) by Jamie Woodcock

★★★★☆ 4.6 out of 5

Language : English  
File size : 879 KB  
Text-to-Speech : Enabled  
Screen Reader : Supported  
Enhanced typesetting : Enabled  
Word Wise : Enabled  
Print length : 210 pages  
X-Ray for textbooks : Enabled



However, workers in call centres can and do resist this control. They may do this in a variety of ways, such as by:

- Slowing down their work
- Taking more breaks than they are allowed
- Talking to their colleagues about their problems

- Refusing to do certain tasks
- Going on strike

Wildcat strikes are particularly effective forms of resistance. They are spontaneous and often illegal, which makes them difficult for management to suppress. They can also be very disruptive, which can put pressure on management to meet the workers' demands.

One example of a successful wildcat strike in a call centre is the strike that took place at the BT call centre in Dundee in 2003. The strike was sparked by a number of grievances, including low pay, long hours, and a lack of respect from management. The workers occupied the call centre for three days and refused to leave until their demands were met.

The Dundee strike was a victory for the workers. They won a number of concessions from management, including a pay increase, a reduction in working hours, and a commitment to improve working conditions. The strike also raised awareness of the plight of call centre workers and helped to inspire other workers to take action.

The Dundee strike is just one example of how workers in call centres can resist control. Workers in other call centres have also taken action to improve their working conditions. In recent years, there have been a number of wildcat strikes in call centres in the United Kingdom, the United States, and other countries.

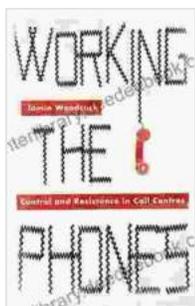
These strikes show that workers in call centres are not powerless. They can and do resist control. By taking action, they can improve their

working conditions and make their voices heard.

Call centres are sites of intense control, but workers can and do resist this control. They may do this in a variety of ways, such as by slowing down their work, taking more breaks than they are allowed, talking to their colleagues about their problems, refusing to do certain tasks, or going on strike. Wildcat strikes are particularly effective forms of resistance. They are spontaneous and often illegal, which makes them difficult for management to suppress. They can also be very disruptive, which can put pressure on management to meet the workers' demands.

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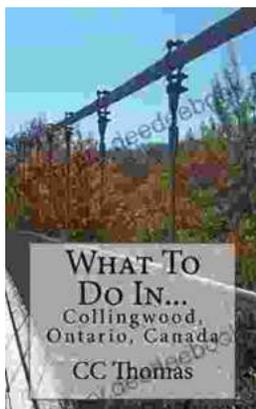
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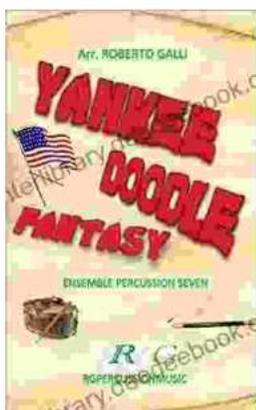
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