

Pratique 013 MUSIC

“Intégrer les bienfaits de la musique dans un environnement de travail”

Grande dimension du bien-être au travail : Conditions de travail

I - LEVIERS

Les différents points d'impact de cette pratique sur le salarié en entreprise :

- Forme physique/psychologique/intelligence émotionnelle ;
- Santé/forme/comportement ;
- Performance cognitive/productivité.

II - DESCRIPTION

En s'appuyant sur différentes études menées sous l'égide de la psychologie cognitive et des neurosciences (Stanford, Sheffield, Olivier Sachs, Séverine Samson, Stéphanie Samson, Emmanuel Bigand), la pratique proposée consiste à encourager l'écoute de la musique dans le cadre de l'entreprise.

Ex: écoute individuelle, ateliers de découverte musicale (écoutes thématiques, découverte/apprentissage d'instruments de musique).

III - CHAMPS D'OBSERVATION

Recherches universitaires menées en entreprise (cf. links ci-dessous)

IV - RESULTATS OBTENUS

A) Amélioration de la performance au travail

http://www.nytimes.com/2012/08/12/jobs/how-music-can-improve-worker-productivity-workstation.html?_r=0

“In biological terms, melodious sounds help encourage the release of [dopamine](#) in the reward area of the brain, as would eating a delicacy, looking at something appealing or smelling a pleasant aroma, said Dr. [Amit Sood](#), a physician of integrative medicine with the Mayo Clinic.”

“Dr. Lesiuk’s research focuses on [how music affects workplace performance](#). In one study involving information technology specialists, she found that those who listened to music completed their tasks more quickly and came up with better ideas than those who didn’t, because the music improved their mood.”

“Dr. Lesiuk found that personal choice in music was very important. She allowed participants in her study to select whatever music they liked and to listen as long as they wanted.” (voir PDF joint)

“For those who choose to listen to music, it’s best to set limits, because wearing headphones for an entire shift can be perceived as rude by those nearby.”

“Dr. Sood, at the Mayo Clinic, said it takes just 15 minutes to a half-hour of listening time to regain concentration. Music without lyrics usually works best, he said.”

B) Relaxation, diminution du stress et de la fatigue

<http://www.sheffield.ac.uk/music/research/workplace>

http://www.sheffield.ac.uk/polopoly_fs/1.121945!/file/2005summary.pdf

cf. Haake, A. B. (2010). *Music listening in offices: Balancing internal needs and external considerations* (Doctoral thesis, University of Sheffield, Sheffield), accessed from www.musicatwork.net

“A U.K. study, conducted by Anneli B. Haake of the University of Sheffield’s Department of Music, focused on workplace music’s effect on stress levels and mood. Haake surveyed 295 U.K. workers employed in a wide array of occupational settings: 80 percent of respondents reported that they listened to music at work on a regular basis. Regular music listeners told Haake that music improved their mood, relaxed them, made them happier, improved focus, blocked out distracting noises and made them feel less tired.”

C) Attention accrue et anticipation

http://med.stanford.edu/news_releases/2007/july/music.html

"(...) musical techniques used by composers 200 years ago help the brain organize incoming information"

"Music engages the brain over a period of time, he said, and the process of listening to music could be a way that the brain sharpens its ability to anticipate events and sustain attention."

"According to the researchers, their findings expand on previous functional brain imaging studies of anticipation, which is at the heart of the musical experience. Even non-musicians are actively engaged, at least subconsciously, in tracking the ongoing development of a musical piece, and forming predictions about what will come next."

V - DECLINAISONS POSSIBLES

In concreto, **encourager l'écoute – de manière individuelle – de la musique en entreprise.**

<http://smallbusiness.chron.com/management-views-music-workplace-40889.html>

"According to Joshua Leeds, author of "The Power of Sound," the Illinois study showed that workers who listened to music on personal stereo devices were significantly more productive than colleagues in the study's control group."

"American Machine Foundry Company retained a management-consulting firm to measure music's impact on output. According to an article on the Staples.com website, the consulting firm found that factory productivity increased by 4.1 percent when music was played. As an added bonus, the consultant reported a 31.2 jump in employee promptness."

VI - LIMITES

A) Tempérer les bienfaits supposés de l'initiative

Loi de Carlson = contre-étude disposant que "le temps perdu à cause de l'interruption d'une tâche est supérieur au temps de l'interruption"

Par conséquent, les questions à se poser sont les suivantes : "combien de temps ai-je à consacrer à une tâche sans l'interrompre et à partir de quelle charge horaire de travail est-ce que je deviens improductif ? Les principes qui découlent de cette loi sont de persévérer sans s'obstiner, de lutter contre l'activisme improductif et le perfectionnisme extrême et d'être conscient de ses limites." (http://www.coachingavenue.com/2/view_news.php?id_news=446)

B) Cadrer la pratique

- Exemple de derive: <http://www.enquete-debat.fr/archives/souffrance-au-travail-la-musique-debile-10252> = "Certains salariés font au quotidien la douloureuse expérience de la musique débile au travail. De quoi s'agit-il ? Tout simplement, sur leur lieu de travail, ils doivent supporter la même musique commerciale débile, sans broncher. Les dégâts ne sont jamais mesurés, ils sont pourtant bien réels."
- Exemple de mesure de prevention des risques (distraction, productivité biaisée, derives provenant d'un manque de mesures légales sur le sujet)

<http://www.businessmanagementdaily.com/16294/music-in-the-workplace-motivator-or-distractor>

"Like many things, music can be a force for good or bad in the workplace, depending on how the tool is used and the setting. Some employers, however, see these ubiquitous music machines as PDDs--portable distraction devices that can kill productivity and even trigger legal risks."

« Set a music policy BEFORE you encounter problems. That way, your directive won't appear to be retaliation against one troublemaker. Consider three different tactics on a policy:

- The easiest policy is to prohibit all aural media sources in the workplace or for

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- certain jobs.
- Another option is to focus on the issue as a "noise policy," rather than a music policy, by requiring employees to keep the volume down on their speaking as well as on all forms of media.
 - Another way to deal with the issue is to outlaw any offensive media content, and clarify that HR and supervisors have the right to make those determinations."

VII - SOURCES NUMERIQUES POUR APPROFONDIR L'INITIATIVE

http://www.prsformusic.com/SiteCollectionDocuments/PPS%20Studies/Music_In_workplace.pdf

<http://lecercle.lesechos.fr/entrepreneur/social-rh/221141431/musique-ameliore-performances-cognitives-et-cohesion-entreprise>

VIII – OBSERVATIONS ANNEXES

En prenant exemple de la sonate k448 en ré mineur de Mozart (<http://www.smart-kit.com/s245/how-the-amazing-mozart-k448-can-increase-your-iq-listen-now/>), dans quelle mesure l'écoute de la musique classique (et, en l'occurrence, de l'oeuvre mozartienne) contribue-t-elle au développement des champs cognitifs ?

http://www.mus.ulaval.ca/reem/REEM_25_Mozart.pdf