

# 僱員服務顧問

Employee Service Consultancy



## 服務方向 Service Orientation

盈力僱員服務顧問(盈力)為企業提供多元化的專業服務，目的是為職場注入健康、活力的色彩，從而增加企業生產力及提升僱員的生活質素。核心服務包括僱員輔助計劃、在職培訓、危機介入、管理顧問等。

Vital Employee Service Consultancy (Vital) provides diverse professional services to employees of various enterprises with the aim of adding colour to work life, improving productivity, and enhancing quality of life. Our core services include the Employee Assistance Programme (EAP), staff training, critical incidents intervention, and management consultancy.

### 盈力新合作伙伴

去年，更多企業與盈力結成合作伙伴，履行社會企業責任，表達對僱員的關懷，引入僱員輔助計劃。新的伙伴涵蓋不同行業，包括富衛人壽保險(百慕達)有限公司、西九文化區管理局、上海商業銀行有限公司、香港基督教女青年會、領展資產管理有限公司、南豐發展有限公司等。這些企業除委託盈力提供24小時僱員輔導熱線外，亦舉辦不同主題的訓練和員工健康活動，提升員工的身心健康及解困能力。



### Vital's New Partners

Last year, more enterprises than ever before launched EAPs to show corporate social responsibility and concern for their employees. Vital's new partners included: FWD Life Insurance Company (Bermuda) Limited, West Kowloon Cultural District Authority, Shanghai Commercial Bank Limited, Hong Kong Young Women's Christian Association, Link Asset Management Limited, and Nan Fung Development Limited, etc. We provide a 24-hour employee counselling hotline, training programmes, and staff activities to enhance wellness and resilience to tackling stress.

◀ 工作與生活平衡週—「藝術創作」DIY攤位  
Work-life balance week - DIY booths  
focusing on creative artwork

除了企業客戶外，我們亦與國際僱員輔助計劃提供者和靈活福利計劃提供者結成伙伴，為其會員機構提供僱員輔助計劃、婚前輔導、法律諮詢、性格測試、危機介入、管理顧問等專業僱員服務。有感社會對僱員身心健康日益重視，我們會繼續引領伙伴，攜手創造正向和關愛的職場環境。

### 職場支援服務

近年有不少企業作出架構重整，被調職或解僱的僱員面對突變，必定承受一定程度的心理困擾。去年，我們為9間企業提供近30次的支援服務。除了提供專為管理人員和人力資源部門而設計的「處理員工情緒」簡介會和「負面訊息溝通技巧」

In addition to the enterprises, we also work with international EAP providers and Flexible Benefit Plan providers to offer professional employee services including EAP, pre-marital counselling, legal consultation, personality tests, crisis intervention, and management consultation to their member agencies. Due to the increasing concern regarding the physical and mental health of employees, we will continue to work hand-in-hand with partners to create a positive and caring work environment.



### On-site Support Services

Due to an increasing number of enterprises have undergone restructuring in recent years, their employees have experienced psychological distress from suddenly reposted or laid off. Last year, Vital provided about 30 times of support services for 9 enterprises. We provided tailor-made training courses for managerial staff and

工作坊外，也在人事行動當日安排輔導員到企業現場候命，為受影響僱員提供即時情緒輔導。來年面對環球經濟環境不明朗，預計職場支援服務的需求會持續增加。

human resources departments, such as “Briefing sessions on handling emotional staff” and “Workshops on skills for delivering negative messages”. Furthermore, on the announcement dates, our counsellors were standing by on-site to offer immediate counselling to those affected employees. With the ongoing global economic uncertainty, it is predicted that the demand for workplace support services will continue to increase.

#### ◀ 「團隊建議與溝通」日營

A day camp for team building and communication



## 客戶專場培訓活動

為協助客戶提升僱員的工作能力與生活質素，盈力會定期舉辦客戶專場活動，邀請我們的友好客戶免費參與。去年，我們舉辦了三次專場活動，包括：「職場好打得—提升表現與激發動力」工作坊、「樂高認真玩®—帶領團隊創高峰」工作坊和「最強大腦—加強兒童記憶教育法」講座，活動吸引了超過220名僱員參加，反應熱烈。我們計劃來年會舉辦更多元化和實用的主題活動，讓客戶繼續享用我們的增值服務。

## Training Programmes for Clients

To increase employee productivity and their quality of life, last year we organised a number of training programmes for our client companies, namely: “Be a High Flyer: Boost Work Performance and Motivation”, “LEGO Serious Play®: Lead the Team to a Higher Place” and “Super Brain: Improve your Child’s Memory”. Receiving an overwhelming response from the 220 employees who took part, we will maintain our momentum by offering more diverse and practical programmes to bring value to our clients.

「樂高認真玩®—帶領團隊創高峰」工作坊  
“LEGO Serious Play®: Lead the Team to a Higher Place”



▼ 「最強大腦—加強兒童記憶教育法」講座  
“Super Brain: Improve Child’s Memory”



## 與傳媒持續協作

盈力致力推動職場精神健康和正向文化，近年吸引不少本地傳媒邀請協作，在不同平台分享打工仔正面心態及解難技巧。協作機構包括Recruit、

## Sustainable Collaboration with Media Partners

Vital is dedicated to promote mental health and a positive culture in the workplace. We were interviewed by a number of media to share insights to train the employees on positive thinking and problem solving.

經濟日報、無線電視、有線電視、奇妙電視、明報、jobsDB、Now TV、東網電視、晴報、HK01等。盈力在去年的媒體曝光近180次，不但延續了盈力對社會的影響力，也奠定我們在職場顧問市場的領導地位。

The media included Recruit magazine, Economic Times, TVB, Cable TV, Fantastic TV, Mingpao, jobsDB, Now TV, on.cc, Sky Post, and HK01. With 180 media exposures, we increased our social impact and established a leading position for Vital in workplace consultancy.

我們在「商界展關懷」社區伙伴合作展2019中祝賀獲嘉許的伙伴機構。

We joined the Caring Company Partnership Expo 2019 to celebrate our partners being awarded the logo.



▼ 縱橫二千有限公司  
G2000 (Apparel) Limited

▼ 銀聯信託有限公司  
Bank Consortium Trust  
Company Limited

▼ 東亞銀行有限公司  
The Bank of East Asia Limited

▼ 香港貿易發展局  
Hong Kong Trade  
Development Council

## 未來發展 Outlook

為促進職場精神健康，我們將繼續開拓不同的合作平台，積極發揮社會影響力。同工將不斷改善服務質素及開發更多新穎的服務，促進僱員工作與生活平衡，令僱主及僱員同樣得益。來年，我們會加強發展專業顧問服務及員工培訓活動。我們相信，以同工的豐富經驗及委身精神，盈力在未來必定能夠創出更好的成績。

To promote mental health in the workplace, Vital will continue to explore new platforms for partnership, as well as increase its social impact. We will also improve our service quality and explore additional services in the pursuit of a healthy work-life balance that benefits both employers and employees. In the coming years, Vital will enhance the development of its professional consultancy services and staff training programmes. We believe that with our rich experience and dedication, Vital will excel in the years to come.

## 2018-2019 服務統計 (截至2019年3月31日) Service Statistics (as at 31<sup>st</sup> March, 2019)

參與訓練及發展活動的人次  
No. of attendance of training  
and development activities

36,000

接受危機事件介入的人次  
No. of attendance of critical  
incident management

180

參與僱員健康活動的人次  
No. of attendance of staff  
wellness activities

6,500