

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 (EAP - Employee Assistance Programme)、在職培訓、危機介入、管理顧問等。

Vital Employee Service Consultancy (Vital) is committed to providing diversified professional services to employees of various enterprises, with the aim of improving their work productivity and quality of life. Our core services include the Employee Assistance Programme (EAP), on-the-job training, crisis interventions and management consultancy.



企業提供僱員輔助計劃 關懷僱員身心

社會對僱員身心健康日益重視，有更多企業委托盈力提供僱員輔助計劃，讓其僱員使用輔導熱線和參與身心健康活動，表達對僱員的關懷。我們的新客戶包括香港上海大酒店有限公司、中銀國際控股有限公司、怡中航空服務有限公司、周大福珠寶金行有限公司、中國移動國際有限公司、香港社會服務聯會等。

New EAP Partners

Concerning the employees' health and wellbeing, more companies are offering employee counselling and wellness programmes through EAP. This year, our new partners include The Hongkong and Shanghai Hotels Limited, BOC International Holdings Limited, Jardine Airport Services Limited, Chow Tai Fook Jewelry Company Limited, China Mobile International Limited, The Hong Kong Council of Social Service and more.



- ▲ 高級經理吳慧琪獲紫荊青年商會邀請於「在職女性精神健康調查分享會」上分享僱員輔導服務。Ms. Wicky Ng, Senior Manager, was invited by Junior Chamber International Hong Kong to shed light on our employee counselling services at the Conference on "Survey on Mental Health of Working Women".

- ▶ 盈力、Recruit 和投委會合辦「講金又講心—管理人才新概念」研討會，吸引近 180 位人力資源專業人員參加。Nearly 180 HR professionals attended the HR seminar on "Talent Management" organised jointly by Vital, Recruit and IFEC.



特定培訓主題 回應社會事件

去年，香港經歷社會事件多月，對僱員情緒和企業運作造成不少影響。有見及此，盈力設計了一系列培訓活動，協助僱員和管理人員處理個人情緒和應對社會問題。培訓主題包括：「風急浪不高—有效處理因社會風波引發之情緒」、「風雨中伴航—處理團體情緒及做好管理人」、「兵氣防火牆—有效處理衝突及職場暴力」等。我們於數月內舉辦了超過 50 場有關培訓，可見企業對此類培訓的需求很大。

Tailor-made Programmes in Response to Social Affairs

The social unrest unfolding in Hong Kong last year had put employees' emotional health and business operations at risk. As a result, Vital initiated a series of training programmes to help employees and managers cope with social issues and their negative emotions. Training in this regard was in great demand. Last year, we had organised more than 50 training sessions, with topics include "Sunshine and Roses Everyday - Effective Ways to Manage Emotions and Stress" and "Be with You - Handling Emotions and Managing Your Team" and "Management of Conflicts and Violence in Workplace".



▲▲ 高級培訓顧問黃錦翔獲邀到工業貿易署的 SUCCESS 研討會中作分享。

Mr. Tommy Wong, Senior Training Consultant, was invited by the Trade and Industry Department to deliver a talk at the SUCCESS seminar.

加強網上學習 助僱員渡疫境

去年，香港出現新型冠狀病毒，不少僱主希望協助僱員抗疫，共渡難關。盈力為合作伙伴撰寫了五篇名為「防疫通勝」的文章，與僱員分享抗疫小貼士外，亦推出身心抗疫工作坊系列，主題包括「疫境翻牆—提升 AQ 飛越難關」、「保健運動 @Work from Home」、「抗疫滿薰」等。為配合在家工作安排和減少人群聚集的措施，部分培訓活動都改以網絡研討會形式進行，極受參加者歡迎。



◀ 與客戶僱員分享的防疫小貼士。

Online articles on "Take Heart and Combat Virus" were shared with our customers.

e-learning in Times of COVID-19

As Hong Kong grappled with the unprecedented crisis brought about by the COVID-19 outbreak last year, Vital published five online articles as part of the "Take Heart and Combat Virus" series to share anti-epidemic tips with the employees of the participating enterprises. A series of wellbeing workshops including "AQ Accelerator - Boost Up Your Resilience In Face of the Coronavirus Outbreak", "Relaxation Exercise @Work from Home" as well as "How Essential Oil Helps To Fight the Coronavirus Outbreak" were also organised to address the physical and mental health challenges associated with COVID-19. Some of the training activities were delivered online as webinars to align with the work-from-home arrangements and social distancing measures. The overwhelmingly positive feedback from the participants indicated that there is a great demand for such training.

網上問卷調查 研究非常同事

盈力去年與 Recruit 合作，進行「非常同事—協助及關懷非一般員工」網上問卷調查，訪問了 807 名打工仔，並於去年 6 月公布結果。調查探討了多項「非常同事」的特徵，包括：精神狀態、儀容、行為難以被理解等，以及他們對團隊及公司造成的影響。結果發現不雅衛生的同事最難被接受，我們並就這些結果給予僱員及管理者建議，以助解決問題。

Online Survey on "Unusual Co-workers in Workplace"

Last year, Vital collaborated with Recruit to conduct an online survey on "Unusual Co-workers in Workplace". Responses from 807 participants were compiled and published in June 2019. The survey studied the eccentricities that would qualify one as an "unusual" co-worker, which included mental status, appearance and hygiene to aberrant behaviours, as well as their impact on the team and the company, and it is found that poor hygiene is the least acceptable form of workplace eccentricities. Based on the results, a series of well-targeted recommendations were proposed to employees and managers.



◀ 「非常同事—協助及關懷非一般員工」網上問卷調查發布會。

Press conference on online survey on "Unusual Co-workers in Workplace".

人力資源展覽 推廣僱員服務

為了向業界進一步推廣我們的服務，盈力在去年11月首次參與香港人力資源管理學會舉辦的展覽會 (Annual Conference & Exhibition 2019)，設立服務介紹展位。在為期兩天的展覽會中，我們向逾百位來自不同行業的人力資源專業人員介紹職場培訓及僱員輔助計劃，是次參展實屬一個難能可貴的經驗分享活動。



◀ 在香港人力資源管理學會舉辦的展覽會中設立的服务介紹展位。
Vital held an exhibition booth at the Annual Conference & Exhibition of HKIHRM.

Participation in HR Exhibition

To go an extra mile to promote our employee-centric services, Vital joined the Annual Conference & Exhibition of HKIHRM (Hong Kong Institute of Human Resource Management) in November 2019. As a first-time exhibitor, we made the best of the two-day event and operated a booth, introducing our programmes to over 100 HR professionals of different sectors. It was a wonderful opportunity for networking and showcasing our accomplishment in corporate training and EAP.

未來發展 Outlook

來年，香港的經濟前景不明朗，市場競爭越見激烈，將會是極具挑戰性的一年。我們已作好準備，與時並進，維持我們在市場的領導地位。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。

In view of the economic uncertainties and ever-growing competition in the local market, Vital is expecting a challenging year ahead. We are well-prepared and positioned to advance with the times, in order to maintain our leading position in the market. With our experienced and dedicated staff, we believe that Vital can go even further in the years to come.

2019-2020 服務統計 (截至2020年3月31日) Service Statistics (as at 31st March, 2020)

32,000
參與訓練及發展活動的人次
No. of attendance of training and development activities

5,800
參與僱員健康活動的人次
No. of attendance of staff wellness activities

330
接受危機事件介入服務的人次
No. of attendance of critical incident management service

