

員工關係與發展

Staff Relations and Development



隨著本會的服務發展日益多元化，我們亦着力規劃及推行員工培訓及發展，同時亦兼顧員工之個人及家庭需要。人力資源部為員工提供多元化之培訓項目及關愛活動，希望員工彼此關愛，共同成長。

With the diversification of our services, we are also committed to planning and implementing training programmes for employees, while tending to their personal and family needs. The Human Resources Department organised a variety of training programmes and staff engagement activities for all levels of staff to ensure their collective growth and mutual care for one another.

員工培訓

就管理議題，我們舉辦了「Understanding Coaching for Caring Professionals」工作坊，協助管理人員成為「教練型經理」，運用教練技術於管理角色上；並透過安排「處理衝突及調解工作坊」，提升管理及專業人員處理員工及服務使用者之間衝突的技巧。



▲ 處理衝突及調解工作坊
“Conflict Management and Mediation Workshop”



▲ 愛笑瑜伽體驗工作坊
“Laughter Yoga Experience Workshop”

除了改善員工的管理技巧，本會亦十分關注他們的身心健康，年內培訓組安排多項身心靈的課程包括：「如何疏導員工自己情緒工作坊」、「愛笑瑜伽體驗工作坊」及「Zentangle 禪繞畫與音樂減壓工作坊」，讓同工學習釋放負面的情緒。



◀ 中醫痛症按摩班工作坊
“Chinese Medicine on Body Pain Massage”

我們亦舉辦了「中醫痛症按摩班工作坊」及「八段錦保健班」讓同工掌握按摩基本技巧及養身保健的秘訣。

為了關顧同工退休後的理財安排，本會舉辦「退休策劃DIY工作坊」，讓同工評估退休財務的需要及檢討強積金投資的策略，從而達到風險管理的目的。

Staff Training

With regard to management, we organised a workshop named “Understanding Coaching for Caring Professional” to train managerial staff into coaching managers and apply coaching techniques to their managerial roles. “Conflict Management and Mediation Workshop” was also arranged, where managerial and professional staff were taught skills in dealing with conflicts between staff and service users.



▲ Zentangle 禪繞畫與音樂減壓工作坊
“Workshop on Zentangle, and Stress Management with Music”

Apart from improving their management skills, the Agency also attaches great importance to the mental and physical well-being of employees. Over the year, the Training Unit organised a series of well-being courses including “Workshop on how to release employee’s emotional mood”, “Laughter Yoga Experience Workshop” and “Workshop on Zentangle, and Stress Management with Music” to teach our colleagues how to release pent-up negative emotions.

We also organised “Chinese Medicine on Body Pain Massage” and “Ba Duan Jin Health Class”, during which our staff learnt to master the basics of massage and wellness tips.

To assist the financial planning of employees after retirement, we arranged the “MPFA Retirement Planning DIY Workshop” to help them assess their post-retirement financial needs and review their MPF investment portfolios, thus achieving risk management.



▲▶ 員工參加 CFSC 遊學團，增加對機構的認識。
Staffs joining “CFSC Tour” to deepen their understanding of the Agency.



此外，為加深員工對機構及不同服務單位的了解，我們每年亦會組織 CFSC 遊學團，帶員工參觀不同的服務單位，以增加歸屬感，並促進服務單位的協作機會。

總結2019-2020年度，本會共有1,178人次參與由人力資源部舉辦各類別的培訓活動，當中服務及支援同工及管理及專業同工分別各佔47.2%及52.8%。

To deepen employees' understanding of the Agency and its affiliated service units, the Training Unit continued to organise the annual “CFSC Tour”. Employees were given guided tours to various service units to boost their sense of belonging and create more opportunities for cross-unit collaboration.

Throughout 2019-2020, a total of 1,178 attendees participated in the training activities organised by the Human Resources Department, of which 47.2% were service and support staff and 52.8% were managerial and professional staff.



◀ 舉辦迎新活動讓新員工參與。
Organising welcome event for new join staffs.



獎項嘉許

本年度，我們再次榮獲由僱員再培訓局舉辦之「ERB 人才企業嘉許計劃」之「人才企業」殊榮，肯定了本會在人才培訓及發展上的付出及努力。

Awards

This year, the Agency was once again honoured as one of the “Manpower Developers” by the “ERB Manpower Developer Award Scheme” organised by the Employee Retraining Board. This was a clear recognition of our efforts in manpower training and development.

▶ 「午間資訊站」活動
“Lunchtime Information Station”



員工關愛活動

員工在職場上難免會遇到工作壓力，而在個人成長或家庭上，亦可能會遇到不少事故，為他們帶來困擾或不安；有見及此，今年我們特別委託專業機構，由專業的輔導員為員工及其家人提供僱員支援服務，透過電話熱線及面談輔導，希望能夠適時提供協助。

此外，人力資源部今年繼續舉辦「午間資訊站」及「生活與工作平衡周」活動，希望透過不同的主題活動，與員工建立良好關係。

本會亦十分支持職員會舉辦多采多姿的員工活動。本年度，職員會舉辦了多個興趣班及有益身心的運動項目，包括：CFSC 才藝表演、綜合痛症伸展班、大澳攝影旅行等，部分活動更歡迎員工家屬參加。



Staff Engagement Activities

While stress is inevitable in the workplace, it may be aggravated by unpleasant experiences in personal growth or family affairs, which will lead to distress or anxiety among employees. Thus, the Agency launched the Employee Assistance Programme this year, in which a professional organisation was commissioned to provide staff and their families with timely counselling services through telephone hotlines and face-to-face consultations.

In addition, the Human Resources Department also persisted in their efforts to organise the “Lunchtime Information Station” and “Work-Life Balance Week”, hoping to establish a harmonious relationship with employees through a line-up of themed activities.

The Agency also extended its full support for the Staff Association to organise a host of fun and engaging staff activities. This year, a number of group classes and wholesome sports activities were successfully held, including “CFSC’s Got Talent” competition, “Integrated Stretching Class” and “Tai O Photo Trip”. Some of them were open to both employees and their family members.

2019-2020 培訓統計 (截至2020年3月31日) Training Statistics (as at 31st March, 2020)

為大專學生提供實習機會的人數 Internship opportunities for students of tertiary institutions



職員訓練 Staff Training Activities

組織 Organiser	人次 Attendance
各大專學院及社會服務團體舉辦之培訓課程、講座及研討會 Training courses, seminars and workshops organised by tertiary institutions and other social service organisations	437
醫院、社會福利署及其他政府部門舉辦之訓練課程及研討會 Courses, workshops organised by hospitals, Social Welfare Department and other government departments	264
本會舉辦之講座及研討會 Lectures and workshops organised by the Agency	2,843
其他 Others	177