



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）為企業提供多元化專業服務，為職場注入健康、活力，增加企業的生產力，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) is committed to creating healthy and vibrant workplaces by providing employees from various enterprises with diversified professional services designed to improve their productivity and quality of life. Our core services include the Employee Assistance Programme (EAP), on-the-job corporate training, crisis interventions and management consultancies.



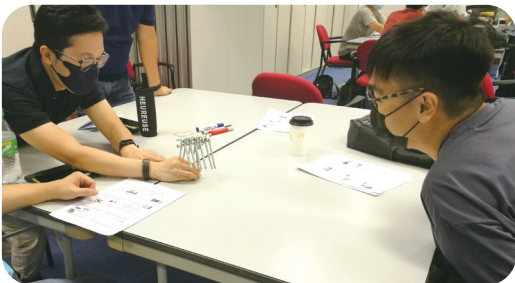
服務摘要

企業引入僱員輔助計劃 關懷僱員身心

社會各界愈來愈重視僱員的身心健康，企業委托盈力提供僱員輔助計劃，讓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。我們的新客戶遍及不同行業，包括香港賽馬會、香港寬頻有限公司、富邦銀行（香港）、香港演藝學院、朗廷酒店集團、譚仔國際有限公司、香港世界宣明會、香港善導會等。去年的輔導服務使用量錄得上升，有不少僱員向輔導員表達對疫情的焦慮，反映輔導服務對僱員發揮了情緒支援作用。

▼ 疫情緩和期間，有企業立即復辦培訓課程，即使戴着口罩做練習，亦無礙參加者的投入感。

Despite having to wear masks during the exercises, the participants immersed themselves fully in the corporate training programmes resumed by some companies as soon as the pandemic began to subside.



SERVICE HIGHLIGHTS

More Enterprises Introducing the EAP to Care for their Employees

In light of the growing concerns around the physical and mental well-being of employees, enterprises appointed Vital to provide telephone counselling services and wellness programmes for their employees through the EAP. We have gained new customers from various sectors, including The Hong Kong Jockey Club, Hong Kong Broadband Network Limited, Fubon Bank (Hong Kong) Limited, The Hong Kong Academy for Performing Arts, Langham Hotels International Limited, Tam Jai International Company Limited, World Vision Hong Kong and The Society of Rehabilitation and Crime Prevention, Hong Kong. Last year, our counselling services recorded an increased usage, with a considerable number of employees expressing anxious feelings related to the pandemic. This shows that our counselling services are playing a significant role in providing emotional support to employees.



▲ 盈力為公司客戶舉辦「員工健康日」，透過健康攤位和小組活動，鼓勵僱員關注身體健康。

By organising health booths and group activities on the Employee Wellness Day for a corporate client, Vital encouraged the employees to prioritise their physical health and stay resilient.

在家工作就要『感』

「上班沒力感」係唔係因為你唔夠努力？其實係因為你唔夠「感」。盈力為你提供「在家工作」的專業建議，助你建立「感」。

在家工作「儀式感」：

- 儀式性**：建立在家工作的儀式感，是建立「感」的第一步。透過儀式，讓大腦知道你開始了工作時間，從而提高專注力。
- 儀式感**：在家工作，儀式感可以幫你建立工作儀式，從而提高專注力。
- 儀式感**：在家工作，儀式感可以幫你建立工作儀式，從而提高專注力。

建立「感」存在感：

- 仪式感**：建立在家工作的儀式感，是建立「感」的第一步。透過儀式，讓大腦知道你開始了工作時間，從而提高專注力。
- 儀式感**：在家工作，儀式感可以幫你建立工作儀式，從而提高專注力。
- 儀式感**：在家工作，儀式感可以幫你建立工作儀式，從而提高專注力。

打造天然免疫力

免疫系統是我們身體抵抗疾病的防線，也是人體成癮的防線。良好免疫系統可以檢測出病毒及啟動身體免疫反應，面對傳染性疾病的侵襲。除了遵守防疫建議，大家亦可以多從飲食及生活中增強免疫力。

晨「運」早餐

經過一晚上的休息，人體體內的免疫系統，我們可以在早晨透過晨運來提升免疫力。晨運可以幫助你啟動免疫系統，從而提高免疫力。

下午茶 Tea - Tea

下午茶的時間是有助於你放鬆身心，也是你補充能量的好時機。透過下午茶，你可以補充能量，從而提高免疫力。

睡「出」免疫力

充足的睡眠可以幫助你增加人體的免疫力。透過睡眠，你可以讓你的身體得到休息，從而提高免疫力。

梳工動一動

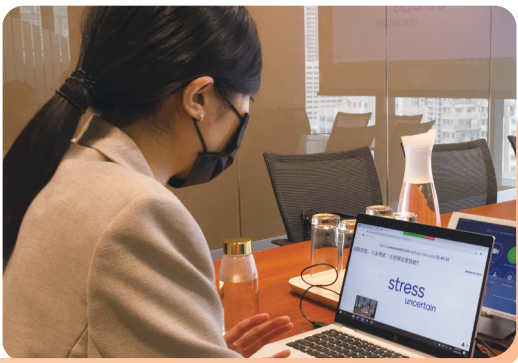
在工作的時候，你亦不要停止運動。透過運動，你可以提高你的免疫力，從而提高你的免疫力。

▲ 盈力為客戶撰寫文章，分享在家工作和防疫小貼士，為僱員打氣。

Vital has prepared a series of articles for employees to keep their spirits high and share tips on working from home and protecting themselves during the pandemic.

與企業攜手抗疫 共建僱員健康身心

為協助僱員建立健康身心，盈力特別設計出多種抗疫方案，協助僱員克服疫情帶來的身心困擾。在疫情高峰期，我們應邀為企業客戶舉辦超過40場抗疫講座。主題包括「疫境自強—提升心理韌性面對轉變」、「疫流而上一疫情中管理好情緒」、「中醫角度看肺炎」、「抗疫 Full Gear 營養全攻略」等，大部分培訓以網上形式進行。此外，我們還撰寫了多篇抗疫文章，向盈力客戶分享健康和工作的貼士，全面支援僱員的抗疫需要。



- ▶ 大部分企業培訓活動改以網絡形式進行，情緒管理和健康生活都是受歡迎的主題。 Emotional management and healthy living were popular themes at our corporate training events, most of which had switched to online delivery during the pandemic.

全民造「升」—青年上流力問卷調查

青年上流力與社會長遠穩定及和諧發展息息相關。盈力去年與城市女青年商會合作進行「全民造『升』—青年上流力問卷調查」，共訪問逾600名僱主及30歲或以下的僱員，探討他們對職場青年升職條件，以及升職所需協助的認知和看法。調查結果顯示，普遍僱員並不了解僱主決定升遷的關鍵條件，公司亦未能提供僱員最需要的升職協助，雙方的期望和看法存在明顯差異，以致年青僱員上流力不足。盈力根據調查結果向僱員及管理者作出建議，冀拉近雙方距離，協助青年向上流動。

- ▶ 全民造「升」—青年上流力問卷調查發佈會。 A press conference was held to present the results of our survey on upward mobility in young people.

Working with Corporates to Promote Employee Well-Being

The ongoing pandemic has inevitably eroded the health and morale of many employees. To help them stay physically and mentally healthy, Vital initiated a series of special solutions to help employees overcome the stress and health issues associated with the pandemic. At the height of the pandemic, we hosted more than 40 pandemic-related seminars at the invitation of our corporate clients, covering a range of topics including “AQ Accelerator: Boost Your Resilience in the Face of the Pandemic”, “Managing Emotions in the Face of the Pandemic”, “COVID-19 from the Perspective of Traditional Chinese Medicine” and “A Nutritional Guide to Fighting the Pandemic”. Most of the training sessions were held online. Furthermore, we prepared a series of articles to share tips on staying healthy and productive at work with our clients, with the goal of providing comprehensive support to employees during the pandemic.

A Survey on Upward Mobility in Young People

The upward mobility of young people is intertwined with the long-term stability and harmony of our society. In view of this, Vital conducted a survey on upward mobility among young people in collaboration with Junior Chamber International City Lady last year, gathering responses from over 600 employers and employees under the age of 30. The aim of the survey was to gather their perspectives and views on the criteria necessary for young employees to qualify for a job promotion and the support they needed to do so. The results revealed that the majority of employees lacked a clear understanding of the key factors that were considered by employers when deciding on promotion, while most companies also failed to offer the support necessary for young employees to be awarded a promotion. The glaring discrepancy between the expectations and views of the two sides had limited the upward mobility of young employees. To narrow this cognitive gap and help young people move up more easily, Vital recommended a series of measures for employees and managers based on the survey findings.



樂 • 工作間系列分享會： 和諧工作間—認識職場性格特質

2022年3月，香港社會服務聯會舉辦了「樂 • 工作間系列分享會：和諧工作間—認識職場性格特質」。盈力的培訓顧問獲邀為嘉賓講者分享D.I.S.C.人格特質的理論和應用，讓參加者認識自己的職場性格，學習在遙距工作的新常態下促進職場溝通，保持與同事間的交流合作，提高團隊效率。分享會以網上會議形式舉行，吸引超過100位來自「商界展關懷」公司／機構的僱員參加，得到不少正面回應，反映是次分享會十分成功。

“Creating a Happy Workplace” Sharing Series: “Harmony Workplace - Knowing your Personalities in the Workplace”

In March 2022, Vital's training consultant was invited to speak on the theory and applications of D.I.S.C. assessments at a seminar titled “Creating a Happy Workplace” Sharing Series: “Harmony Workplace - Knowing your Personalities in the Workplace” hosted by The Hong Kong Council of Social Service. The seminar was aimed at helping the participants gain better insights into their personalities in the workplace and learn how to facilitate workplace communication, interact with co-workers and work more efficiently as a team under the “new normal” of remote working. The sharing session took place in the form of an online conference, which was attended by more than 100 employees from companies/organisations participating in the Caring Company Scheme. As was evidenced by the positive feedback, the event proved to be a spectacular success.



◀「靜思繪圖」和「日本酒精墨水藝術」工作坊讓參加者透過藝術創作達致專注和減壓效果，極受企業歡迎。
Our Zentangle and Japan Alcohol Ink Art workshops were popular among corporate clients, as they allowed the participants to sharpen their focus and de-stress by creating art.

未來發展

來年，香港的經濟前景仍然不明朗，市場競爭愈見激烈，是極具挑戰性的一年。盈利將會善用科技，引入更多元化服務種類和輔導模式，也會開拓更多與其他機構的合作機會，發展創新的僱員服務，推動更多僱主關懷員工的身心靈，共建健康工作間。

OUTLOOK

As Hong Kong's economic outlook continues to be uncertain, Vital is expecting a challenging year of growing market competition ahead. We will introduce more diversified service offerings and counselling models, by tapping into the power of technology, and will explore new opportunities to collaborate with other organisations and develop innovative employee services. We will also encourage more employers to prioritise employee well-being and engage with them in creating healthy workplaces.

2021 - 2022 服務統計 (截至 2022 年 3 月 31 日)

Service Statistics (as at 31st March, 2022)



32,000

參與訓練及發展活動的人次
Attendance of training and development activities



1,100

參與僱員健康活動的人次
Attendance of employee wellness activities



110

接受危機事件介入服務的人次
Attendance of crisis intervention services