

服務摘要 Service Highlights

EAP 新合作伙伴

越來越多企業願意承擔企業社會責任，表達對僱員的關懷，引入僱員輔助計劃 (EAP)。去年盈力的新 EAP 客戶包括星展銀行 (香港) 有限公司、九龍倉置業有限公司、香港公開大學、恆業市場推廣有限公司和新生精神康復會等。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。

「專·線傾」—大專院校學生情緒支援熱線

過去一年，學生情緒問題成為城中關注點，大學生自殺個案促使各大專院校加強對學生的情緒支援服務。盈力亦迅速設立「專·線傾」，為香港中文大學、嶺南大學、香港教育大學、嶺南大學社區學院及香港中文大學專業進修學院的學生提供 24 小時情緒支援熱線。

「解構職場精神健康」研討會

推廣職場精神健康一直是盈力的工作使命。去年 12 月，盈力獲香港精神健康議會邀請，擔任「解構職場精神健康」研討會的分享嘉賓之一。在研討會上，盈力的高級經理吳慧琪分享了處理僱員精神健康問題的策略，並帶出了工作與生活平衡的重要性。

New EAP Partners

More and more enterprises are willing to shoulder corporate social responsibility and launch Employee Assistance Programme to express concern for the employees. Last year, Vital was newly commissioned by enterprises such as DBS Bank (Hong Kong) Limited, Wharf Estates Limited, The Open University of Hong Kong, The Continuity Company Limited, New Life Psychiatric Rehabilitation Association, providing 24-hour employee counselling hotline, training programmes and staff activities to enhance staff's wellness and resilience to tackle stress.

Emotional Support Hotline for Students of Tertiary Institution

Last year, emotional problem of students has become a concern of the community. The increasing number of suicidal cases of university students prompted tertiary institutions to strengthen emotional support service for their students. In view of this, Vital promptly established an 'Emotional Support Hotline for Students of Tertiary Institution' to provide 24-hour hotline service to students of The Chinese University of Hong Kong, Lingnan University, The Education University of Hong Kong, The Community College at Lingnan University and School of Continuing and Professional Studies of The Chinese University of Hong Kong.

Seminar on 'Mental Health in Workplace'

It has become Vital's mission to promote employees' wellness in workplace. In December 2015, we were invited by the Hong Kong Mental Health Council to take part in the Seminar on 'Mental Health in Workplace'. Ms. Wicky Ng, Senior Manager of Vital, shared strategies in managing employees' mental health and the importance of work life balance.

僱員服務顧問 Employee Service Consultancy

服務方向 Service Orientation

自 1993 年起，盈力僱員服務顧問 (盈力) 為企業提供僱員輔助計劃 (EAP)，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導熱線、在職培訓、危機介入、管理顧問等。

Since 1993, Vital Employee Service Consultancy (Vital) has been providing Employee Assistance Programme (EAP) to employees of various enterprises with the aim to turn workplace into a healthy, vibrant place, improve employees' work productivity and quality of life. Our core services include employee counselling hotline, staff training, critical incident intervention and management consultancy.



▲ 勞工及福利局副局長蕭偉強先生 JP、香港精神健康議會召集人陳仲謀醫生與盈力高級經理吳慧琪及一眾講者嘉賓在「解構職場精神健康」研討會上合照。

Mr Stephen Sui Wai-keung, JP, Under Secretary for Labour and Welfare, Dr. Chan Chung-mau, Convenor of the Hong Kong Mental Health Council and Ms. Wicky Ng, Senior Manager of Vital and other guest speakers attended the seminar on 'Mental Health in Workplace'.



▲ 應用劇場—提升人際關係工作坊
Workshop on Theater and Drama – Improving Interpersonal Relationship

「人際寬頻·建立快樂工作團隊」講座

上班族擁有良好的人際網絡，團隊合作必能得心應手。有見及此，盈力於去年 11 月舉行了「人際寬頻·建立快樂工作團隊」免費講座，吸引逾 60 名來自企業和政府部門及公營機構的參加者，由盈力的培訓顧問教導參加者如何避開人際溝通陷阱，以有效的溝通模式，打造愉快工作團隊。

「有效之教練技巧及評選人才工具」研討會

除大型企業外，中小企亦是我們的服務對象。去年 7 月，盈力與工業貿易署合辦「有效之教練技巧及評選人才工具」研討會，協助中小企業的主管遴選及提拔賢能。研討會上，盈力首席顧問孫立民博士與工業及組織心理學家周依伶小姐分別分享了員工指導技巧及評選人才工具，而 300 位來自中小企的參加者均給予正面評價。

商界展關懷 / 同心展關懷

去年，盈力成功提名了 71 間公司和機構獲香港社會服務聯會頒發「商界展關懷」及「同心展關懷」標誌，嘉許他們實踐企業社會責任。透過盈力，這些公司和機構均為其僱員提供輔導服務、在職培訓、健康推廣活動等，建立僱員家庭友善的工作間。

▶ 我們在「商界展關懷」社區伙伴合作展 2016 中祝賀獲嘉許的伙伴機構。
We joined the Caring Company Partnership Expo 2016 to celebrate our partners being awarded the logo.

Seminar on 'Foster Great Communication in Workplace'

Good networking are crucial for a team's success. Vital has organised a free seminar named 'Foster Great Communication in Workplace' in November 2015 where our training consultants shared skills in effective communication and conflict management to over 60 participants from corporations, government and public bodies, so that they can avoid communication pitfalls and create a pleasant work team.

Seminar on 'Effective Coaching & Talent Assessment Tool'

Apart from large enterprises, our service target includes small and medium enterprises (SMEs). Co-organised with the Trade and Industry Department, Vital has conducted a seminar on 'Effective Coaching & Talent Assessment Tool' in July 2015. In the seminar, Dr. Suen Lap-man, Principal Consultant of Vital and Ms. Elaine Chow, Industrial-Organisational Psychologist of Vital, have shared effective coaching skills and talent assessment tool respectively, where both received positive feedbacks from 300 participants of SMEs.

Caring Company / Organisation Scheme

Last year, Vital has successfully nominated 71 companies and organisations for 'Caring Company Logo' and 'Caring Organisation Logo' awarded by The Hong Kong Council of Social Service in recognising their good practice of corporate social responsibility. With the support of Vital, these companies and organisations provided their employees with counselling service, on-job training programmes, and health promotion activities to create a family-friendly workplace for the employees.



展望

Outlook

為繼續維持優質的僱員服務，盈力將不斷提升服務質素、開拓不同的合作平台及與客戶建立更緊密的伙伴關係。大專院校學生情緒支援熱線及中小企僱員服務將繼續成為盈力的重點發展項目。我們相信，以同工的豐富經驗及委身精神，盈力在未來一年必定能夠創出更好的成績。

To continuously uphold the high quality of EAP service, Vital will continue to enhance service quality, explore various platforms for cooperation and build up a closer partnerships with partners. The 'Emotional Support Hotline for Students of Tertiary Institutions' and employee service for SMEs will continuously be the major focus of Vital. With our staff's rich experience and dedication, we believe Vital will achieve a more prosperous success in the coming year.

▲ 盈力的顧問團隊透過精美的培訓工具、活動及互動遊戲等，讓參加者寓活動體驗於培訓之中。
Consultants of Vital make use of dynamic tools, simulation exercises and experiential games to enhance the participation and learning in the Seminar.

2015-2016 服務統計 (截至 2016 年 3 月 31 日) Service Statistics (as at 31st March, 2016)

32,000

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



7,200

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



840

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

