

# 員工關係與發展

Staff Relations and Development



基督教家庭服務中心一直為員工提供優質培訓以照顧員工的工作及發展，亦兼顧員工之個人及家庭需要。人力資源部積極地推出不同的措施，為員工建立一個愉快及和諧的工作環境；透過關愛活動，希望員工彼此關愛，共同成長。

The Agency continues to consider the personal and family needs of its staff, and to organise quality training programmes to cater to their developmental needs. The Human Resources Department also introduces numerous diverse policies for all staff, in order to establish a harmonious working environment, as well as ensure their care and personal growth.

## 員工培訓

去年，為配合核心服務的策略發展，培訓組安排相關的工作坊包括：「Workshop on Design Thinking」及「Life Story Intervention」等。

就管理議題，我們亦舉辦了「如何有效管理『跨世代』團隊」協助管理員工了解及掌握不同世代的管理模式；另外，配合建構本會的嘉許及欣賞文化，我們舉辦了「《欣賞式領導力—匯聚力量·成人成事》工作坊」。



## Staff Training

During the last financial year, in order to align with the strategic development of the core services, various training workshops such as the “Workshop on Design Thinking” and “Life Story Intervention” were held.

A programme called “How to effectively manage the multi-generational workforce” was held to help managerial staff understand and master the management models of different generations. Furthermore, a workshop entitled “Appreciative Leadership” was held to cultivate the Agency’s recognition and appreciation culture.

◀ 「《欣賞式領導力—匯聚力量·成人成事》工作坊」  
“Appreciative Leadership” workshop



為配合機構職安健管理制度之推行，本會舉辦「社會服務業工作場所風險管理工作坊」，讓管理員工對職業安全健康的風險管理及評估有進一步認識。

本會亦十分著重員工的身心健康，年內舉辦「綠色辦公室營養工作坊及煮食體驗」傳達食得健康的訊息，並舉辦「壓力及情緒管理課程」，讓員工學習減壓秘訣。

▼ 「綠色辦公室營養工作坊及煮食體驗」  
“Green Office Nutrition Workshop and Cooking Experience”



To tie in with the implementation of the Occupational Safety and Health Management Policy, a programme called “Workplace Risk Management for NGOs” was organised for managerial staff to better understand occupational safety, as well as health risk management and assessment.

The Agency attaches great importance to the well-being of its employees. Over the year, a number of training programmes, including the “Green Office Nutrition Workshop and Cooking Experience” and the “Workshop on Stress Management”, were held to convey important health information and enable employees to understand how best to relieve stress.

▼ 「壓力及情緒管理課程」  
“Workshop on Stress Management”



此外，機構每年組織「CFSC遊學團」，以加深員工對機構及服務單位的了解，增加歸屬感，並促進服務單位的協作。

總結2018-2019年度，本會共有1,380人次參與各類別的培訓活動，當中服務及支援同工與管理及專業同工分別佔39.5%及63.5%。

▼ 「CFSC遊學團」  
“CFSC Visiting Tour”



The Training Unit continues to organise annual “CFSC Visiting Tour” of our service units to promote staff awareness and facilitate collaboration, as well as enhance the sense of belonging.

A total of 1,380 attendees, including 39.5% service and support staff, and 63.5% managerial and professional staff, participated in training activities throughout 2018-2019.

▼ 「優秀員工嘉許計劃」頒獎禮  
“Appreciation Award to Outstanding Employee” awards presentation ceremony



## 員工關愛活動

本會於早前已制訂嘉許政策，持續鞏固本會的嘉許及欣賞文化。為配合政策的推動，本會今年首次舉辦「優秀員工嘉許計劃」，藉此計劃表揚及肯定各服務單位表現優秀的員工。

此外，人力資源部每年舉辦「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，部分活動更歡迎員工家屬參加，參與人次全年高達1,900人次。其中，週年聚餐更是職員會活動的重頭戲，超過一半員工出席。席間員工組隊作精彩的才藝表演，管理層與員工打成一片，渡過了一個歡愉的晚上。

▼ 週年聚餐 Annual Dinner



## Staff Engagement Activities

To promote a culture of appreciation and caring, the Agency endorsed a policy on staff recognition. As such, we launched the “Appreciation Award to Outstanding Employee” to enhance collaboration and raise staff morale.

Moreover, the Human Resources Department annually runs the “Lunchtime Information Station” and “Work-Life Balance Week” to foster harmonious relationships among the staff and take care their psychological needs.

Fully supporting our Staff Association, the Agency offered a wide range of activities throughout the year, in which staff family members were also welcome to take part. The total number of participants last year, including staff and their families, was over 1,900. Out of all the programmes, the Staff Annual Dinner is the signature event. This year, over half of the total members of staff attended. A talent show provided the entertainment; and our board members, senior management, and staff all had a fantastic evening.

保齡球學習班  
Bowling class



本會每年均在周年大會頒發「長期服務獎」予緊守工作崗位多年的員工。本年度共有106位員工獲獎，當中包括10年獎48位、15年獎13位、20年獎39位、25年獎3位、30年獎2位及35年獎1位。

以上種種均體現本會視員工為重要資產及親密伙伴，期望為員工創造一個彼此關愛、共同成長的愉快工作間。

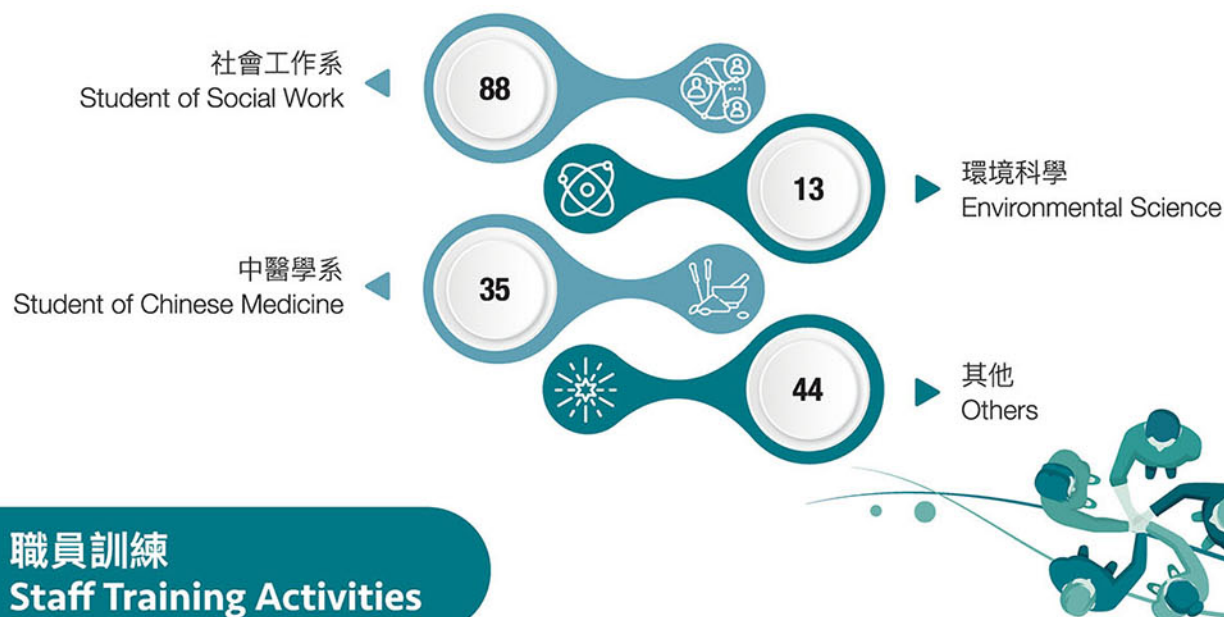
In acknowledgement of the commitment and diligence of our staff, a "Long Service Award" is presented at each Annual General Meeting to recognise the staff's contribution to the Agency. Of the 106 members of staff receiving the award last year, 48 of them were given it for 10 years of service, 13 for 15 years, 39 for 20 years, 3 for 25 years, 2 for 30 years, and 1 for 35 years.

All of the above highlights that the Agency regards its staff are indispensable, valuable, and crucial partners. We will work tirelessly to foster a delightful and harmonious workplace, where mutual care, consideration, and development are paramount.

## 2018-2019 培訓統計 (截至2019年3月31日) Training Statistics (as at 31<sup>st</sup> March, 2019)

### 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	463
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	443
本會舉辦之講座及研討會 Lectures and workshops organised by the Agency	3,109
其他 Others	488