



Employee Service Consultancy



Service Orientation

Vital Employee Service Consultancy (Vital) is committed to creating healthy and vibrant workplaces by providing diverse professional services designed to improve the productivity of employees and their quality of life. Our core services include the Employee Assistance Programme (EAP), corporate training, critical incident intervention and management consultancy.



Learn more about
Vital Employee Service Consultancy



Service Highlights

More Enterprises Introducing EAP to Care for Their Employees

In light of the growing concerns about the physical and mental well-being of employees during the pandemic these past few years, more enterprises have appointed Vital to provide telephone counselling services and wellness programmes through the EAP, in an effort to show care for their employees. We have gained new clients from various industries, including the Jepsen Group, the Lane Crawford Joyce Group, the Hong Kong Housing Authority and Housing Department, and the Boys' & Girls' Clubs Association of Hong Kong. In addition to employee counselling services, Vital has organised various themed activities for corporate clients to enhance their staff's well-being.



More and more enterprises are resuming face-to-face training workshops as the pandemic eases. The provision of high-quality customer service is the most popular topic among companies in the service industry.



With growing concerns over post-pandemic health management, Vital has organised a number of health activities for our corporate clients.

Expanding the International Footprint and EAP Service Scope

After years of development, Vital has extended its presence outside Hong Kong, covering Mainland China, Macau, Singapore, the UK and other areas. Last year, we took another step forward by forming a strategic partnership with an international EAP provider, which ranked among the "Fortune Global 500", in order to provide services for the Hong Kong employees of multinational companies. In addition to a 24-hour hotline and face-to-face counselling, we have expanded our comprehensive services to include video counselling, legal and financial advisory services.



Vital's registered counselling psychologist guided the participants to experience Pastel Nagomi Art to release stress.



Our Senior EAP Consultant was invited to share ways to get along with SEN children.



Participating corporate employees achieved wellness through various art workshops.

Striving for Perfection While Exploring Professional Training Fields

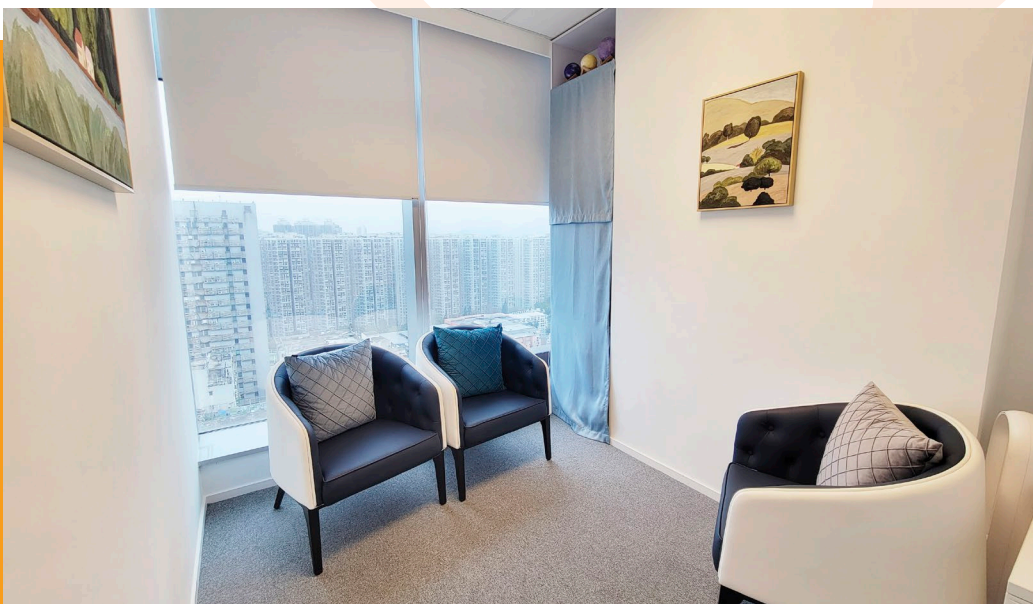
With its extensive experience, Vital is committed to providing a diverse range of training and development programmes for employees. Last year, in collaboration with FWD Business Academy, Vital designed and implemented a unique new Continuing Professional Development (CPD) programme for insurance practitioners, with the aim of enriching their knowledge and skills to improve the service quality in the industry. Under the CPD programme, Vital has developed four innovative and practical training topics, covering mental and physical health. In view of the overwhelming response, a total of eight seminars have been organised, which were well-received by the nearly 3,500 participants.



Insurance practitioners actively participated in the CPD programme, which was jointly hosted by Vital and FWD Business Academy.

Allocating Resources to Enhance the Service Environment

To cope with our service development needs, we have been hiring more talent to join Vital's Counselling Team, Training Team, Account Service Team, Marketing Team and Administration Team in the past year, in order to ensure the consistent provision of professional and high-quality services. In addition, we have carried out office expansion work located at the T G Place, Kwun Tong, which serves as interview and meeting rooms. Enhancing these facilities will better accommodate the needs of our service users, allowing them to receive professional assistance at ease.



The relaxing and harmonious design of Vital's new interview rooms allows us to provide professional counselling services.

Outlook

To keep pace with the times, Vital will tap into the power of technology and introduce a more diversified range of service offerings and counselling options. Furthermore, we will explore new opportunities to develop innovative employee services in collaboration with other organisations and professional entities, in the hope of further promoting employers' awareness of employee wellness and fostering healthy workplaces.



Over the years, Vital has worked closely with business partners to promote employee physical and mental well-being and to bring vibrancy into workplaces.

Service Statistics 2022-2023 (as of 31st March 2023)



35,000

Attendance of training and development activities

120

Attendance of crisis intervention services



1,200

Attendance of employee wellness activities