



盈力僱員服務顧問
Vital Employee Service Consultancy

CFSC



盈力僱員服務顧問

Vital Employee Service Consultancy

68

讓你的僱員笑

CHEER YOUR EMPLOYEES UP

服務綜述



自1993年起，盈力僱員服務顧問致力為香港不同類型的機構提供僱員輔導及職場培訓服務，目的是改善僱員的身心健康，從而提高公司的生產力及增加員工的歸屬感。我們的主要服務包括：僱員輔導、危機處理、在職培訓及工作生活平衡活動。至今，我們已經服務超過300間機構，包括政府部門、公營機構及商業公司，而僱員輔導服務更涵蓋超過二十五萬名僱員，相信是目前全港最大規模的僱員輔助計劃(EAP)。

Service Overview



Vital Employee Service Consultancy has been providing services to the employees of various organizations with the aims of improving their work productivity and quality of life since 1993. Our major services include employee counseling, critical incident management, staff training and work-life balance activities. We have provided services to more than 300 organizations including government departments, public organizations and business companies. Being possibly the largest Employee Assistance Programme (EAP) service provider in Hong Kong, Vital is providing employee counseling service to over 250,000 employees.

新計劃



輔導服務 新客戶

盈力提供的僱員輔導服務，主要是協助員工處理因工作、家庭及個人原因所引起的壓力問題，是家庭友善措施之一。僱員可能因生活壓力影響工作情緒及表現，正因如此，僱主樂意長期提供有關福利予員工，繼續委託我們提供僱員輔導服務，反映他們對盈力的長期信賴與支持。此外，縱橫二千集團(G2000)、香港大學專業進修附屬學院等亦成為盈力的新客戶，證明我們的服務得到廣泛的認同及肯定。

神秘顧客服務

有見企業非常重視員工的服務態度及質素，盈力於去年推出「神秘顧客服務」，派出多名神秘顧客實地考察客戶公司的工作環境、服務水平、應變能力等，並完成評估及建議報告，讓客戶了解服務水平實況，以便作出相應的改善措施，從而提升整體的顧客服務水準。去年，我們為T-nail美甲公司進行了90次神秘光顧，為該公司的服務作出了深入的評估及分析。

訓練活動 新思維

過去一年，我們繼續為不同機構舉辦在職培訓，新客戶包括：堡獅龍企業有限公司、東瀛遊旅行社有限公司、西區海底隧道有限公司、美國信安保險有限公司、民航處等，當中亦有不少社會服務機構邀請我們提供培訓服務，包括：仁濟醫院、香港仔街坊福利會、香港基督少年軍等。為了配合市場的需要，我們亦不斷創作新穎的題目，當中包括：「快樂婚姻、快樂工作—上班族婚姻升級全攻略」、「同事七分親?—男女同事相處之道」、「勝券在Phone—提升電話應對技巧」等，均深受客戶的歡迎。

特別活動



作為香港大型的僱員服務提供者，盈力積極提倡及協助公司營造和諧工作間，並提昇員工的工作表現及熱誠。過去一年，我們舉行了不同主題的研討會及在職人士問卷調查。

「做得樂—提昇工作表現及熱誠研討會」

我們相信如果員工能夠將工作做得出色、做得醒目、做得快樂，僱主及僱員均是「雙贏」。因此我們在去年4月舉行「做得樂—提昇工作表現及熱誠研討會」，分享如何營造良好的工作氣氛，以提升僱員的工作表現及熱誠。除了盈力的管理顧問孫立民先生外，是次研討會講者還包括：企業培訓師張慧慈小

New Projects



New Customers Using our Counseling Service

Employee counseling and consultation service is one of our major services and one of the family friendly measures to help the staff of our customers manage stress and anxiety arising from work, family and personal issues. Knowing that employees' work emotions and performance may be affected by their stress level, employers are pleased to appoint us continuously to provide the counseling service to their staff. Last year, we succeeded in engaging a number of new contracts from different sectors, including G2000 Group and HKU School of Professional and Continuing Education. It was encouraging that both the public and business sectors support and appreciate our services.

Service of Secret Customer

Work attitude and service quality are critical to the business success of a corporate. Last year, we developed "mystery shoppers service", a new programme which assists our customers to review and improve their service quality. A team of mystery shoppers observed shop environment, service delivery process and staff's coping skills. The findings and recommendations were reported to companies for service evaluation. Last year, a total of 90 times mystery shoppings were done to evaluate the service quality of T-nail, our new customer.

New Initiatives in Training Programme

Over the past year, Vital provided various training workshops for different customers. Our new customers included Bossini Enterprises Limited, EGL Tours Company Limited, Western Harbour Tunnel Company Limited, Principal Insurance Company (HK) Limited and Civil Aviation Department. Social service organizations, including Yan Chai Hospital, Aberdeen Kai-fong Welfare Association Social Service Centre and the Boy's Brigade also commissioned Vital to design and conduct training programmes for their staff. In response to the needs of the market, we designed new training topics such as "Happy Marriage, Happy Work", "Staff Relationship at Workplace" and "Confidence in Conversation – Enhancing Telephone Manner and Skills." These programmes proved to be popular.

Special Events



As the largest provider of EAP services in Hong Kong, Vital proactively encourages and assists companies to build a harmonious working environment, as well as to enhance the work performance and motivation of staff. Last year, we organized seminars on various topics and initiated an employee survey.

"Work Hard Work Smart"—Seminar on Enhancing Work Performance and Staff Motivation

We strongly believe that both employer and employee can be benefited when the employees work hard, work smart and work happily. Therefore, an open seminar entitled "Work Hard Work Smart – Enhancing Work Performance and Staff Motivation" was organized in April 2009. In the seminar, Mr. Suen Lap Man, our

姐及昂坪360有限公司人力資源主管劉愛華小姐，與參加者分享見解及經驗。近150名參加者出席是次研討會，獲益良多。

training consultant; Ms. Cheung Wai Tsz, a popular trainer, and Ms. Bonnie Lau, the Head of Human Resources from Ngong Ping 360 Limited shared their experiences in developing harmonious atmosphere at their workplace and the strategies on boosting the productivity of the employees. Those 150 participants of this seminar enjoyed a fruitful sharing.



▲ 星級導師孫立民先生、張慧慈小姐及昂坪360人力資源主管劉愛華小姐在「做得樂－提昇工作表現及熱誠」研討會中分享經驗及心得。
Mr. Suen Lap-man, Ms. Cheung Wai-tsz, and Ms. Bonnie Lau, HR Head of Ngong Ping 360, were invited to share their experiences and tips in the Seminar on “Work Hard Work Smart” .

「婚工合作」－上班族婚姻生活調查

從我們的輔導個案資料顯示，愈來愈多香港人因婚姻關係引起情緒困擾的問題，故此我們在去年7月進行名為「婚工合作」－上班族婚姻生活調查，探討在職人士之婚姻與工作之間的關係。結果反映近三成被訪者不會把薪酬告知或如實告知配偶，夫妻亦甚少交流工作上的困難。調查得到各大傳媒的廣泛報道。

“Marriage Plus Work” – Survey on Marital Life of Employee

According to the information consolidated from our counseling cases, there was an increasing number of employees in Hong Kong who faced emotion disturbances induced by marital relationship. In order to investigate the correlation between marriage and work of employee, Vital conducted a survey named “Marriage Plus Work – Survey on the Marital Life of Employee” in July 2009. The survey result indicated that near 30% of respondents do not disclose their salary to spouse accurately. They were also in lack of communication on the difficulties faced at work. This survey received wide media coverage.



▲ 管理顧問孫立民先生及高級經理吳慧琪小姐在記者會中公佈調查結果。
Mr. Suen Lap-man, Management Consultant, and Miss Wicky Ng, Senior Manager, announced the result of survey in press conference.

「Firing Up」－處理三低員工及提昇工作熱誠研討會

工作表現欠佳的員工會影響其他同事的工作情緒及態度，因此管理人員不能漠視有關問題。去年11月我們舉行了「Firing Up」－處理三低員工及提昇工作熱誠研討會，邀請來自香港海關及香港貿易發展局的代表分享有關處理三低員工的心得，而盈力的管理顧問孫立民先生亦主講如何提昇同事工作熱誠的策略。近180名來自政府部門、公營機構及社福機構之管理人員參加是次研討會，反應熱烈。

“Firing Up” – Seminar on Managing the Staff with Low Performance and Enhancing Work Motivation

Employees with low work performance affect the working emotion and attitude of their colleagues. The management could not ignore this problem in any case. In November 2009, Vital held “Firing Up” – Seminar on Managing the Staff with Low Performance and Enhancing Work Motivation. We invited the representatives of the Hong Kong Customs and Excise Department and Hong Kong Trade Development Council to share their experiences of handling staff with low performance. Mr. Suen Lap Man, our training consultant, also discussed the strategies of enhancing employees’ work motivation. Near 180 managements from different Government departments, public bodies and social service agencies participated in this seminar.



▲ 在“Firing Up - 處理三低員工及提昇工作熱誠研討會”中，參加者與嘉賓都積極投入。
Speakers and participants actively involved in the Seminar on Firing Up.

伙伴合作計劃



公益企業「工作生活平衡日」

由「公益企業」推行之「工作生活平衡日」已於2009年10月23日舉行，目的是鼓勵公司在此日向員工表達僱主對員工的工作與生活平衡的關注和重視。不少機構響應參與「工作生活平衡日」，並邀請我們為員工安排身心健康有關的講座，讓員工感受到公司對同事的關愛。參與機構包括：美國銀行、時富集團、嶺南大學、嘉里物流聯網有限公司、香港通用公證行、AECOM等，而講座題材包括：中醫保健、至Fit營養學、健腦操等。

Partnership Projects



Work-Life Balance Day

To raise the awareness on the importance of work-life balance, the Community Business promoted 23 October 2009 as Work-Life Balance Day. Companies were encouraged to contribute and commit themselves to be socially responsible employers who attended to the work-life balance of employees. Many customers joined the Work-Life Balance Day and appointed us to arrange health-related talks for their staff. Bank of America, CASH Group, Lingnan University, Kerry Logistics Network Ltd., SGS Hong Kong Ltd. and AECOM also organized health talks in response to the Work-Life Balance Day. Their favorite topics included “Tips from Chinese Medical Practitioner”, “Nutrition for better Health” and “Brain Gym”.

Family Day @ Gap

員工是公司的重要資產，除了重視他們的身心健康外，公司亦希望僱員的家庭生活美滿和諧，以達致工作與生活平衡。去年8月，我們與傑普採購(控股)有限公司合辦了「Family Day @ Gap」，讓員工的家屬到訪公司，了解家人的工作環境。當日安排了多項親子活動，包括：小丑扭波、陶瓷彩杯、畫面、人像剪影等，最後還有壓軸的魔術表演，讓員工及其家屬渡過一個歡愉的下午。

Family Day @ Gap

Quality employees are the most important assets of a company. Apart from physical and mental health, employers also want to enrich their staff's family lives. In August 2009, a project named “Family Day @ Gap” was jointly organized with the Gap International Sourcing (Holdings) Ltd. Family members of their staff were invited to visit the office and join the family activities including cup painting, ball twisting by clown, face painting and magic show. All the staff and their family members had a joyful afternoon.



▲ 透過盈力的安排，傑普採購(控股)有限公司的員工及其子女都可以在辦公室享受家庭樂，參與魔術表演、小丑遊戲、陶瓷彩杯等活動。

Through arrangement of Vital, staff of Gap International Sourcing (Holdings) Ltd. and their children enjoyed family day at office by participating in magic show, clown show, cup painting, etc.

商界展關懷

由香港社會服務聯會頒發的「商界展關懷」及「同心展關懷」標誌，是嘉許實踐企業社會責任的公共及工商機構。去年我們成功提名了31間機構獲得此標誌，包括：香港上海滙豐銀行有限公司、香港鐵路有限公司、九龍巴士(1933)有限公司、和記黃埔地產有限公司、信和集團、希慎興業有限公司、銀聯信託有限公司、中信銀行國際有限公司、捷成集團、索尼香港、城巴有限公司、新世界第一巴士服務有限公司、縱橫二千集團、歐萊雅香港有限公司、堡獅龍企業有限公司、香港通用公証行有限公司、時富投資集團有限公司、時富金融服務集團、昆士蘭聯保保險有限公司、昂坪360有限公司、傑普採購(控股)有限公司、恒毅清潔服務有限公司、寬惠、鴻福堂集團、廉政公署、香港海關、市區重建局、香港大學專業進修學院、香港貿易發展局、香港按揭證券有限公司及雅麗氏何妙齡那打素醫院。我們為部份這些機構設立二十四小時僱員輔導熱線、定期舉辦訓練、製作資訊教育活動等，協助機構營造家庭友善工作間，成為關懷員工的僱主。隨著我們的合作伙伴增加，來年我們會繼續提名我們的客戶接受此項嘉許。

Caring Company Scheme

Caring Company logo and Caring Organization logo are awarded by the Hong Kong Council of Social Service for recognizing organizations which demonstrate good corporate citizenship and caring spirit. In the past year, 31 companies and organizations were nominated by Vital including The Hongkong and Shanghai Banking Corporation Ltd., MTR Corporation Ltd., The Kowloon Motor Bus Co. (1933) Ltd., Hutchison Whampoa Property Ltd., Sino Group, Hysan Development Company Ltd., Bank Consortium Trust Company Ltd., CITIC Bank International Ltd., Jebson Group, SONY Corporation of Hong Kong Ltd., Citybus Ltd., New World First Bus Services Ltd., G2000 Group, L'OREAL Hong Kong Ltd., Bossini Enterprises Ltd., SGS Hong Kong Ltd., Celestial Asia Securities Holding Ltd., CASH Financial Services Group Ltd., QBE Hong Kong & Shanghai Insurance Ltd., Ngong Ping 360 Ltd., Gap International Sourcing (Holdings) Ltd., Best Result Cleaning Services Ltd., Pricerite Stores Ltd., Hung Fook Tong Holdings Ltd., Independent Commission Against Corruption, Hong Kong Customs and Excise Department, Urban Renewal Authority, HKU School of Professional and Continuing Education, Hong Kong Trade Development Council, The Hong Kong Mortgage Corporation Ltd. and Alice Ho Mui Ling Nethersole Hospital to be the awardees of the logos. We helped these organizations provide 24-hour hotline counseling service, conduct regular training programme, produce educational items, etc. so as to create a family-friendly workplace for the employees and develop a caring image for the employers. With the increase in collaboration partners, we would continue to nominate the caring employers to receive such recognition.

香港鐵路有限公司 MTR Corporation Ltd.



堡獅龍企業有限公司 Bossini Enterprises Ltd.



縱橫二千集團
The G2000 Group



銀聯信託有限公司
Bank Consortium Trust Company Ltd.



索尼香港
Sony Corporation of Hong Kong Ltd.



和記黃埔地產有限公司
Hutchison Whampoa Properties Limited



香港貿易發展局
Hong Kong Trade Development Council



傑普採購(控股)有限公司
Gap International Sourcing (Holdings) Ltd.



香港通用公證行
SGS Hong Kong Ltd.



昂坪360有限公司
Ngong Ping 360 Ltd.



僱員訓練

Training



必為國際檢驗集團 Bureau Veritas Hong Kong Ltd



▲ 盈力的資深導師赴深圳及番禺為必維國際檢驗集團的國內員工舉辦壓力管理工作坊。
Trainer of Vital conducted Workshop on stress management for the staff of Bureau Veritas Hong Kong Ltd. in Shenzhen and Pan Yu.

adidas Hong Kong Ltd



▲ 盈力安排物理治療師為愛迪達香港有限公司員工示範肢體按摩。
Vital arranged a physiotherapist to demonstrate body massage for the staff of adidas Hong Kong Ltd.

香港海關 Hong Kong Customs and Excise Department



▲ 香港海關員工在壓力管理工作坊中體驗靜觀減壓。
The staff of Customs and Excise Department were experiencing mindfulness in the Workshop on stress management.

政府公務員事務局 Civil Service Bureau



▲ 透過盈力的安排，政府部門員工到九龍巴士公司熱線服務中心參觀，交流客戶服務技巧的心得。
Arranged by Vital, staff from government departments visited the Hotline Centre of KMB to exchange tips on quality customer service.

香港上海滙豐銀行有限公司 The Hongkong and Shanghai Banking Corporation Limited



▲ 滙豐銀行員工在「開心由我揀」工作坊中大玩遊戲。
Staff of HSBC played games in the Workshop on being happy.

香港房屋委員會 Hong Kong Housing Authority



▲ 為香港房屋委員會舉辦的變革管理工作坊。
The seminar on change management conducted for the Hong Kong Housing Authority.



▲ 職業訓練局員工在團隊建設工作坊中體驗溝通及解難遊戲。
Staff of VTC experienced communication and problem solving game in the Workshop on team building.



▲ 基督教懷智服務處的員工積極參與退修日營的遊戲活動。
Staff of WJCS actively participated in the game activity in the retreat day camp.

結語

為繼續提高盈力僱員服務顧問的優質服務，同工將不斷改善服務質素及開發更多新穎的培訓主題及活動，促進僱員工作與生活平衡，令僱主及僱員同樣得益。我們相信，以同工的豐富經驗及委身精神，盈力僱員服務顧問在未來一年必定能夠創出更好的成績。

Conclusion

To ensure quality of service, we would continue to improve our service quality and explore possible service for advocating work-life balance which would benefit both employers and employees. We believed that with our staff's rich experience and dedication, Vital will achieve further prosperity in the coming year.

2009-2010服務統計

Service Statistics



僱員服務統計資料

Service Statistics of Employee Service

服務類別	Type of Service	服務人次	Service Attendance
訓練及發展活動	Training and development activities	22600	
工作與生活平衡活動	Work-life balance activities	2800	
危機事件解說服務	Crisis incidents debriefing service	198	

於2009/2010年使用我們僱員輔導服務的客戶

Our customers for staff counseling service in 2009/2010

商業機構	Business Companies
銀聯信託有限公司	Bank Consortium Trust Company Limited
交通銀行（香港分行）	Bank of Communications Ltd., Hong Kong Branch
恒毅清潔服務有限公司	Best Result Cleaning Services Limited
佳能香港有限公司	Canon Hong Kong Limited
中港城物業管理有限公司	CHKC Building Management Limited
中信銀行國際有限公司	CITIC Bank International Limited
城市花園酒店	City Garden Hotel and Bright Tower
城巴有限公司	Citybus Limited
逢源建築有限公司	Fung Yuen Construction Company Limited
黃金海岸鄉村俱樂部遊艇會	Gold Coast Yacht & Country Club Limited
香港浸信會醫院	Hong Kong Baptist Hospital
香港電燈集團有限公司	Hongkong Electric Holdings Limited
香港黃金海岸酒店	Hong Kong Gold Coast Hotel
和記黃埔地產有限公司	Hutchison Whampoa Property Limited
希慎興業有限公司	Hysan Development Co. Limited
港島太平洋酒店	Island Pacific Hotel
捷成集團	Jebsen Group
九龍巴士（1933）有限公司	Kowloon Motor Bus Co. (1933) Limited
歐萊雅香港有限公司	L' OREAL Hong Kong Limited

商業機構	Business Companies
利奧紙品印刷集團	Leo Paper Bags Manufacturing Limited
龍運巴士有限公司	Long Win Bus Co. Limited
美泰玩具亞太有限公司	Mattel Asia Pacific Sourcing Limited
香港鐵路有限公司	MTR Corporation Limited
新世界第一巴士服務有限公司	New World First Bus Services Limited
新創建交通服務有限公司	NWS Transport Services Limited
半島酒店	Peninsula Hotel
信和物業管理有限公司	Premium Living Limited
昆士蘭聯保保險有限公司	QBE Hongkong & Shanghai Insurance Limited
香港通用公證行	SGS Hong Kong Limited
瑞安集團	Shui On Group
信和物業服務有限公司	Sino Estates Management Limited
信和集團	Sino Group
信和停車場管理有限公司	Sino Parking Services Limited
信和護衛有限公司	Sino Security Services Limited
索尼香港	Sony Corporation of Hong Kong Limited
縱橫2000集團	The G2000 Group
香港上海滙豐銀行有限公司	The Hongkong and Shanghai Banking Corporation Limited
皇家太平洋酒店	The Royal Pacific Hotel & Towers
Warnaco Inc.	Warnaco Inc.

政府部門 / 公營機構	Government Departments / Public Bodies
雅麗氏何妙齡那打素醫院	Alice Ho Mui Ling Nethersole Hospital
公務員事務局	Civil Service Bureau
香港海關	Customs & Excise Department
教育局	Education Bureau
香港大學專業進修學院	HKU School of Professional and Continuing Education
廉政公署	ICAC
香港機場管理局	Hong Kong Airport Authority
香港房屋協會	Hong Kong Housing Society
香港金融管理局	Hong Kong Monetary Authority
香港貿易發展局	Hong Kong Trade Development Council
香港科技大學	Hong Kong University of Science and Technology
嶺南大學	Lingnan University
證券及期貨事務監察委員會	Securities and Futures Commission
香港按揭證券有限公司	The Hong Kong Mortgage Corporation Limited
市區重建局	Urban Renewal Authority
職業訓練局	Vocational Training Council