



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）為企業提供多元化的專業服務，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助計劃 (EAP - Employee Assistance Programme)、在職培訓、危機介入、管理顧問等。2016年12月，盈力搬遷到觀塘成業街10號電訊一代廣場22樓F室，以更方便的位置及優質的環境，繼續為客戶提供服務。

Vital Employee Service Consultancy (Vital) provides diversified professional service to employees of various enterprises with an aim to improve their work productivity and quality of life. Our core services include employee counselling hotline, staff training, critical incidents intervention and management consultancy. In December 2016, we moved to Office F, 22nd Floor, T G Place, 10 Shing Yip Street, Kwun Tong, and provide service to clients in a more convenient and quality environment.

卓越

服務摘要 Service Highlights



盈力位於觀塘成業街新辦公室開幕，主席趙世存先生BBS, MBE, JP、董事會成員、總幹事及各服務總監等到場祝賀。

Photo taken with Mr. Nicholas Chiu Sai-chuen, BBS, MBE, JP, board members, Chief Executive and Programme Directors on Vital's open day in new office.

EAP新合作伙伴

去年，更多企業與盈力結成合作伙伴，履行社會企業責任，表達對僱員的關懷，引入EAP。新的伙伴包括香港寬頻有限公司、嘉里控股有限公司、大家樂集團有限公司、香港永明金融有限公司、播道醫院、香港生產力促進局等。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。

「職場交戲•人際和諧 Mode」講座

人生如戲，職場也如是，必須在職場裡演活角色，交足好戲，才能提升團隊的工作氣氛。去年4月，盈力舉辦「職場交戲•人際和諧Mode」講座，分別由高級培訓顧問黃錦翔先生及工業及組織心理學家周依伶女士領銜，幫助參加者拆解溝通陷阱，讓職場關係更和諧。此活動形式突破傳統講座的框架，透過角色扮演及戲劇的手法增加參加者的體驗，令出席的人力資源及培訓界別的管理人員十分受落。

「帶住委屈去返工」問卷調查

盈力去年首次與求職招聘平台Recruit合作，進行「帶住委屈去返工」網上問卷調查，了解上班族的工作委屈處境。是次調查訪問了817名在職人士，並於去年10月在新聞發佈會上公佈結果。調查結果除了反映各類工作委屈的普遍性外，還發現委屈與年齡及性別掛鉤，例如女性受訪者較多遇上與人事有關的委屈，九十後受訪者則面對「工作形象委屈」較為普遍。



「帶住委屈去返工」調查發佈會吸引多個傳媒的報導，事後更獲電台及電視台邀請作專訪。

'Employee Feels Underappreciated' press conference attracted great attention from the media and was interviewed by radio and television station.

New EAP Partners

Last year, more enterprises are willing to exhibit corporate social responsibility and express concern for the employees by forming a partnership with Vital and launching Employee Assistance Programme. Vital was newly commissioned by enterprises such as Hong Kong Broadband Network Limited, Kerry Holdings Limited, Café de Coral Holdings Limited / Café de Coral Group, Sun Life Hong Kong Limited, Evangel Hospital, Hong Kong Productivity Council to provide 24-hour employee counselling hotline, and organise training and staff health activities on different topics to enhance staff's wellness and resilience in stress.

Seminar on 'Fostering Harmonious Relationship in Workplace through Theatre'

All the world's a stage, and all the men and women merely players. To create a good working atmosphere, one should act well in the workplace. In view of this, Vital conducted 'Fostering Harmonious Relationship in Workplace through Theatre' last April. Hosted by our Senior Training Consultant Mr. Tommy Wong and Industrial-Organisational Psychologist Ms. Elaine Chow, the programme helped attendants to dismantle communication traps and build harmonious relationship in the workplace. Unlike traditional seminars, this programme made use of role play and drama strategies to enhance the learning experience of participants. As a result, attended HR practitioners and training managers found the programme impressive and impactful.

Study on 'Employee Feels Underappreciated'

Last year, Vital has worked with career website 'Recruit' for the first time to conduct an online survey analysing factors that make employee feels underappreciated in a workplace. 817 employees were interviewed and findings were announced through press conference in October 2016. The result not only reflected the universality of 'underappreciated' in various types of work, but also shown that the types of feeling underappreciated were linked to age and sex. For example, more female would feel bad on interpersonal issues compared with male workers, and more youngsters were concerned about the image of their job.

「做又委屈 • Quit 又唔捨得」 職場笑住Talk

為幫助上班族化解委屈，盈力延續與Recruit的合作，於2017年1月底舉行「做又委屈 • Quit 又唔捨得」職場笑住Talk。這是我們首創以棟篤笑的劇場形式，分享如何自我提升及與上司愉快相處。此活動吸引來自大型企業如香港中華煤氣有限公司、香港寬頻有限公司、康業服務有限公司、香港日立有限公司、勝景遊等的代表參加，出席人數超過200人，現場反應非常熱烈。

發展中小企EAP

盈力向以協助僱主實踐社會責任，關懷僱員身心健康為使命。唯引入EAP為關懷僱員措施的，多以政府部門及大型企業為主。向中小企業推廣EAP是盈力去年的發展目標之一。為鼓勵中小企僱主實踐關懷僱員措施，我們在工業貿易署、匯豐營商新動力、建造業議會、香港社會服務聯會(社聯)等主辦的講座上，向中小企業代表分享員工健康福利政策及EAP，參與人次超過300人。盈力更被社聯選定為「中小企關懷聯網」的指定供應商，由2017年1月起為其會員企業提供「僱員支援試驗計劃」，服務包括熱線及面談輔導、危機介入、培訓活動等。

護理關懷天使計劃 — 為安老護理業提供的EAP

香港社會服務聯會委託盈力為「護理關懷天使計劃」參加者提供僱員輔導服務及個人發展活動。由伍潔宜慈善基金有限公司贊助、社聯統籌的「護理關懷天使計劃」目的是鼓勵青少年投身安老護理行業及在工作上發揮所長。盈力為安老院舍前線同事紓緩在工作及生活上所遇到的壓力和情緒困擾、增進友誼及發展潛能。



盈力的顧問團隊獲工業貿易署邀請，向中小企分享關懷員工身心健康的政策。
Consultants of Vital were invited by Trade and Industry Department to share employee caring policies for SMEs.

‘Feeling Underappreciated • Quit or Not to Quit’ Stand-up Comedy

To release negative feelings of office workers, Vital and Recruit co-organised a talk show named ‘Feeling Under-appreciated • Quit or Not to Quit’ in January 2017. This is the first time that Vital performed a stand-up comedy incorporated of workplace topics including self-enhancement and ways of getting along with superiors. Over 200 representatives from sizeable companies such as The Hong Kong and China Gas Company Limited, Hong Kong Broadband Network Limited, Hong Yip Service Company Limited, Hitachi (Hong Kong) Limited, Kuoni attended and the response was overwhelming.

EAP for Small and Medium Enterprises (SMEs)

To assist employers demonstrating corporate social responsibility and taking care of the physical and mental health of their employees are the missions of Vital. Since EAP has usually been adopted in government departments and large corporations, to move a step further and promote EAP to SMEs was one of the development goals of Vital last year. To encourage SME employers to practice EAP, we conducted seminars with partners such as Trade and Industry Department, HSBC Living Business Programme, Construction Industry Council, The Hong Kong Council of Social Service (HKCSS), and shared tips on implementation of healthcare policy and EAP, with over 300 participants attended. Starting from January 2017, we were commissioned by HKCSS to be the service provider of ‘Caring SME Alliance’, with service scope covering hotline and face-to-face counselling, critical incident intervention, and staff trainings.

Elder Care Angels Project

Vital was appointed by The Hong Kong Council of Social Service to provide EAP service and personal development activities to participants of the ‘Elder Care Angels Project’. Sponsored by Wu Jieh Yee Charitable Foundation Limited and coordinated by HKCSS, the ‘Elder Care Angels Project’ aims at encouraging youngsters to develop their talents in the elderly care industry. Vital also assists the frontline workers of elderly residential home to relieve stress and emotional disturbances in their work or daily life, as well as improve relationship and develop personal potentials.



孫立民博士在「職場笑住Talk」中以情景劇場帶出訊息。
In the Stand-up Comedy, Dr. Suen Lap-man spread message through short play.

未來發展 Outlook

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拓不同的合作平台。盈力將會與持份者建立更緊密的伙伴關係，開拓客戶與本會其他服務單位的合作。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 uphold the high quality of EAP service, Vital will continuously enhance service quality and explore new platforms for cooperation. Also, we will develop a closer partnership with various stakeholders to extend the cooperation with clients and other service unit. With our staff's experience and dedication, we believe Vital will achieve a more prosperous success in the coming year.



我們在「商界展關懷」社區伙伴合作展2017中祝賀獲嘉許的伙伴機構。

We joined the Caring Company Partnership Expo 2017 to celebrate our partners being awarded the logo.

2016-2017服務統計 (截至2017年3月31日) Service Statistics (as at 31st March, 2017)

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



36,000

7,500



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

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



580