



## 服務方向

自1993年，盈力僱員服務顧問(盈力)為不同類型的機構提供僱員輔導及職場培訓服務，目的是為職場注入健康及活力的色彩，從而提高公司生產力及增加員工歸屬感。我們的主要服務包括：僱員輔導、在職培訓、危機介入、工作生活平衡活動及顧問服務。至今，我們已經服務接近400間機構，包括政府部門、公 機構及商業公司，是多元化的僱員輔助計劃(EAP)。

## Service Orientation

Vital Employee Service Consultancy has been providing services to the employees of various organisations with the aim of improving their work productivity and quality of life since 1993. Our major services include employee counselling, staff training, critical incident stress management, work-life balance activities and consultation services. We have provided diverse Employee Assistance Programme (EAP) services for nearly 400 organisations including government departments, public organisations and business companies.

# 盈力僱員服務顧問

## VITAL EMPLOYEE SERVICE CONSULTANCY

# CFSC



## 為職場注入色彩

### Add Colour To Work Life

邁向盈力的 20 週年，我們會不斷檢討及改善現有服務，並引入更多專業的元素，為客戶職場注入色彩。除了香港社會服務聯會的「商界／機構展關懷」及僱員再培訓局的「人才企業嘉許計劃」外，我們會繼續開拓不同的合作平台，令我們與客戶的伙伴關係更加緊密。

Moving forward to the 20th Anniversary of Vital, we will continue to review and improve our service quality and add colour to our customers' workplaces by initiating more professional services. Besides HKCSS - 'Caring Company / Organisation' and ERB - 'Manpower Developer Award Scheme', we will explore various platforms for partnership, so as to engage more collaboration and relationship with our partners.



盈力為機構度身訂造合適的培訓活動。  
Vital provided customised training programmes to different organisations.

## 服務摘要

### ERB「人才企業嘉許計劃」

去年，盈力成功協助四洲集團有限公司獲得由僱員再培訓局頒授之「人才企業 (2013-2015)」，以肯定他們在推廣人才培訓及發展的努力。我們為四洲集團有限公司提供了一站式顧問服務，包括度身設計和推行了一系列的職場培訓課程，並在建立及修改各項與人才培訓相關制度時提供意見，確保有關制度符合僱員再培訓局的要求。

## Service Highlights

### ERB - 'Manpower Developer Award'

Last year, Vital succeeded in assisting Four Seas Mercantile Holdings Limited to obtain the 'Manpower Developer Award (2013-2015)' awarded by Employees Retraining Board (ERB), in recognition of their effort and achievement in the promotion of manpower training and development. We provided a one-stop consultation service for Four Seas Mercantile Holdings Limited, including designed and implemented a series of training workshops, developed and modified the relevant programmes and to ensure the system compliance to the requirements of ERB.

## 職業潛能評估

歐美國家現流行運用精密可靠的性格測評工具，為管理人員提供全面的職業潛能評估。盈力本著力求創新的服務精神，首次把這項評估服務引入企業培育計劃中，為機構培育接班人材。去年，我們派出了持有英國心理學會會員資格之 EAP 顧問，運用 Revised NEO Personality Inventory (NEO PI-R) 量表，為「香港仔坊會」的新世代領袖進行深入的評估，讓他們進一步認識個人的領袖優勢與盲點，並透過個別的教練面談及管理培訓，提升其領袖才能。

## Career Assessment

It is popular in Western countries to make use of the valid and reliable personality assessment tool to provide comprehensive career assessment for managers. 'Be innovative' is Vital's service mission. It is our first time to initiate this assessment service into the corporate training plan and to assist an organisation in succession planning. Last year, we sent our EAP consultant, a member of the British Psychological Society, by using the Revised NEO Personality Inventory (NEO PI-R) measurement to help the new-generation leaders of 'AKA Social Service' to understand their personality strengths and blind spots. Their leadership skills were further enhanced through individual coaching sessions and management trainings.



四洲集團有限公司員工在「團隊建設工作坊」中，進行溝通與解難遊戲。  
Staff of Four Seas Mercantile Holdings Limited was experiencing communication and problem solving activities in Workshops on Team Building.



香港仔坊會員工正接受領導才能處境訓練，為日後的領導工作做好準備。  
The new-generation leaders of 'AKA Social Service' were participating in the situational leadership training.



# 620

本年度舉辦的培訓活動節數  
No. of Training Sessions  
were held during the year



# 1,988

為客戶提供的總培訓時數  
Total no. of Training Hours  
provided for our partners



盈力的首席顧問孫立民博士在研討會中分享處理危機的理論及介入技巧。  
Dr. Suen Lap-man, Principal Consultant of Vital illustrated the theory and strategy on crisis intervention for human resources representatives.

### 「這一刻，需要膊頭－處理員工突發傷亡的支援策略」研討會

過去一年，香港發生多宗員工突發傷亡事故，包括地盤工業意外、員工自殺、旅行團領隊遇上意外、南丫島海難事件等，都引起業界更為關注這些突發事件對員工的影響。作為危機介入的服務提供者，盈力於2012年12月及2013年2月舉行了兩場「這一刻，需要膊頭－處理員工突發傷亡的支援策略」研討會，分享我們的EAP顧問團隊在處理這些事件的經驗。研討會吸引了來自20多間企業約百多名的代表參加。

### Seminar on 'A Shoulder to Lean On at this Moment - Dealing with Employees Critical Incidents'

Over the past year, there were several employee critical incidents happened in Hong Kong, including industrial accidents, co-worker suicide, accidents of tour leader, and the Lamma ferry tragedy, which have raised the industries' awareness of the concerned impact on their employees. As a crisis incident stress management service provider, Vital organised 2 seminars of 'A Shoulder to Lean On at this Moment - Dealing with Employees Critical Incidents' on December 2012 and February 2013, to share our EAP consultants' solid experiences in dealing with these incidents. Over 100 representatives from around 20 corporations joined the seminar.

**65**  僱員服務計劃客戶數目  
No. of Customer Using Our EAP

 **150** 培訓活動客戶數目  
No. of Customer Using Our Training Service

## 伙伴合作

盈力提供的僱員輔導服務，透過24小時熱線及面談輔導，能協助僱員處理因工作、家庭及個人所引起的壓力問題，是家庭友善措施之一。過去一年，我們除了保留舊有客戶之外，更成功獲得5份新的服務合約，服務機構包括：中華電力有限公司、傑普採購(控股)有限公司、謝瑞麟珠寶(國際)有限公司、默沙東藥廠有限公司、龍堡國際及專業及持續教育學院(香港理工大學)。

在培訓服務方面，盈力繼續為多間機構設計及舉辦不同主題的職場訓練活動，並吸引了17間新客戶，包括：東亞銀行有限公司、救世軍、香港會計師公會、中銀集團保險有限公司、奧林巴斯香港中國有限公司、利嘉閣地產有限公司、中外運航運有限公司及仁孚行有限公司等。

## Partnership Projects

Employee counselling and consultation service, which is one of the family friendly policies, is one of our major services to help the staff of our customers to cope with stress and anxiety arising from work, family and personal problems. Last year, we succeeded in engaging 5 new contracts from different sectors including CLP Power Hong Kong Limited, GAP International Sourcing Limited, Tse Sui Luen Jewellery (International) Limited, Merck Sharp & Dohme (Asia) Limited, B P International Hotel, Hong Kong and The College of Professional and Continuing Education (Hong Kong Polytechnic University).

For training programme, Vital continues to provide and design various topics of training workshops for different customers. There were 17 new customers using our training service including The Bank of East Asia Limited, The Salvation Army, Hong Kong Institute of Certified Public Accountants, Bank of China Group Life Assurance Company Limited, Olympus Hong Kong and China Limited, Ricacorp Properties Limited, Sinotrans Shipping Limited and Zung Fu Company Limited.



地政總署員工在「團隊建設日」中合力完成任務，發揮團隊力量及創意精神。  
In the retreat day, staff of Lands Department was actively participating in the group creativity games.



香港中華煤氣有限公司員工在「壓力管理工作坊」中學學習鬆弛技巧。  
Staff of The Hong Kong and China Gas Company Limited was experiencing relaxation exercise in the Workshop on Stress Management.

## 展望

來年，盈力會加強發展專業顧問服務，例如職業潛能評估、員工狀況研究、顧客服務改善計劃、大型研討會等，協助企業改善人力資源問題，提升服務水平。我們相信，以同工的豐富經驗及委身精神，盈力在未來必定能夠創出更好的成績。

## Outlook

In the coming years, Vital will enhance the development of professional consultation services, such as career assessment, employee survey, customer service improvement project, open seminar, etc., in order to assist organisations to improve human resources issues and advance the service level. We believe that with our staff's rich experience and dedication, Vital would achieve further prosperity in the coming year.



美國信安保險有限公司員工在「智取信任工作坊」中，透過活動了解如何能贏取別人的信任。  
Staff of Principal Insurance Company (Hong Kong) Limited was experiencing the trust winning game in the Workshop on Trust Building.



為教育局舉辦的「DiSC 性格理論及應用工作坊」中，參加者從活動中尋找自己的性格特質。  
In the DiSC workshop for Education Bureau, participants were exploring their personality traits from the experimental game.



## 2012-2013 服務統計 (截至 2013 年 3 月 31 日) Service Statistics (as at 31<sup>st</sup> March, 2013)

| 服務類別<br>Types of Service                          | 服務人次<br>No. of Employees Served |
|---|---------------------------------|
| 訓練及發展活動<br>Training and development activities    | 36,060                          |
| 工作與生活平衡活動<br>Work-life balance activities         | 1,560                           |
| 危機事件解說服務<br>Critical incidents debriefing service | 372                             |

## 顧客類別 Types of Customer Served

