

# 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。

Vital Employee Service Consultancy (Vital) is committed to providing diversified professional services to various enterprises with the goal of promoting a healthy and vibrant workplace, thus improving their productivity and their employees' quality of life. Our core services include the EAP - Employee Assistance Programme, on-the-job training, crisis interventions and management consultancy, among others.



## 服務摘要

### SERVICE HIGHLIGHTS

#### 企業引入僱員輔助計劃 關懷僱員身心

在去年疫情籠罩下，社會更重視僱員的身心健康，有更多企業委托盈力提供僱員輔助計劃，讓其僱員使用輔導熱線和參與身心健康活動，表達對僱員的關懷。我們的新客戶遍及不同行業，包括長者安居協會、扶康會、仁濟醫院社會服務部、香港麥當奴、雀巢香港有限公司、上海浦發銀行、馮氏集團、香港旅遊發展局、保險業監管局等。

#### 改變培訓模式 停聚不停學

去年香港經歷了「在家工作」之年。大部分企業採用「在家工作」及「遙距會議」模式來減少人群聚集，原定的培訓活動也被迫取消或延期。面對這個挑戰，盈力把培訓活動改以網上形式舉辦，即使隔著顯示屏授課，也不減導師及員工的參與度。部分大型互動活動，例如靜思繪圖(Zentangle)、自製中藥抗疫包、花藝月曆DIY等，也成功轉以網上形式進行。去年盈力為客戶舉辦了近280場網上活動，可見網上學習形式已經成為企業培訓新常態。

1. 大部分員工活動都改以網絡形式進行，靜思繪圖是其中最受歡迎的題目之一。

*Zentangle was one of the most popular corporate activities that took place online.*

2. 疫情緩和期間，有機構立即復辦培訓課程，即使戴著口罩去上課，亦無礙參加者的投入感。

*As the local outbreak subsided, some organisations resumed offline training immediately and managed to keep participants engaged with the face-covering mandate still in place.*



#### More Enterprises Introducing EAP to Take Care of their Employees

Due to heightened concerns for their employees' physical and mental well-being amid the pandemic last year, more enterprises have appointed Vital to provide employee counselling and wellness programmes as part of EAP. We have gained new customers from various sectors, including the Senior Citizen Home Safety Association, Fu Hong Society, Yan Chai Hospital Social Services Department, McDonald's Hong Kong, Nestle Hong Kong Ltd., SPD Bank, Fung Group, Hong Kong Tourism Board, Insurance Authority and many more.

#### A New Paradigm for Corporate Training to Enable Continuous Learning

In 2020-2021, people in Hong Kong underwent a year of working from home, and most enterprises turned to remote work and virtual meetings in order to avoid gatherings. Many training workshops were called off or rescheduled. Vital overcame this unprecedented challenge by moving



its training activities online and managed to keep both instructors and employees engaged despite the physical distance. Interactive workshops on Zentangle, DIY Chinese herb packs, DIY pressed flower calendars and other themes received encouraging feedback. Last year, nearly 280 sessions of online training were conducted and the success had indicated that online learning has become the "new normal" of corporate training.



## 調查疫情期間企業政策及僱員感受

不少企業在新冠疫情影響下，為保障員工推出不同的「抗疫」措施。盈力與Recruit合作進行



「疫流而上——疫情中的僱員感受」網上問卷調查，訪問了627名打工仔，探討「疫市」期間的企業政策及員工滿意度。調查

發現超過95%的僱員因疫情出現了負面情緒，包括擔心疫症、經濟前景、社交等，打工仔情緒健康問題亦值得關注；而企業推出不少「抗疫」措施支援員工，我們並就調查結果給僱員及管理者作出建議，以助解決問題。

## 向零售業分享「疫」下情緒管理技巧

新冠疫情對香港不少行業造成打擊，零售業首當其衝。為協助零售業從業員管理個人及顧客的負面情緒，樂觀跨過逆境，盈力與香港零售業管理協會於去年6月合辦網上講座「管好逆情一個人及顧客情緒管理」。是次講座除分享前線員工面對的困難和解決方法外，參加者亦可透過聊天室分享情緒管理方法，達致互動互勉的效果。



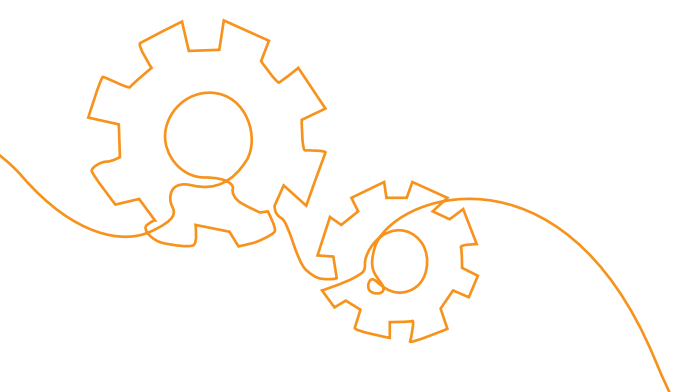
1. 「疫流而上——疫情中的僱員感受」網上問卷調查發佈會。  
Press conference on "Survey on Corporate Policy and Employees' Emotion under Coronavirus Outbreak".
2. 高級培訓顧問黃錦翔先生分別獲邀到香港零售業管理協會及人力資源管理學會分享疫情中管理情緒技巧。  
Mr. Tommy Wong, Senior Training Consultant of Vital, was invited by HKRMA and IHRM respectively to share tips on emotional management amid the pandemic.

## Survey on Corporate Policy and Employees' Emotions amid COVID-19

Many enterprises have implemented different precautionary measures to protect their employees from the COVID-19 pandemic. In view of this, Vital conducted an online survey named "Corporate Policy and Employees' Emotion under Coronavirus outbreak" in collaboration with Recruit, asking 627 respondents about their views on corporate policy and workplace satisfaction during the pandemic. Over 95% of the respondents reported negative emotions ranging from the fear of getting infected, apprehension about the economic outlook to social issues, which suggested that employees' emotional health raised an alarming concern. As the enterprises were trying to establish various measures to support their employees, Vital offered a series of recommendations based on these findings to the employers and management in hopes of helping them tackle the problem.

## Emotion Management Skills for Retail Workers

The COVID-19 pandemic has taken a heavy toll on different industries, with the retail sector being one of the worst hits. Hence, Vital partnered with the Hong Kong Retail Management Association in hosting a webinar titled "Stay Connected: Self-management of Your and Customer's Emotion" in June 2020, which shed light on the challenges faced by frontline retail workers and the potential solutions. Apart from getting handy tips on how to handle negativity from themselves and customers and stay optimistic in the face of adversity, participants were also invited to share personal tips on how they managed their emotions and exchange words of encouragement in an interactive chat room.



## 向管理者分享員工身心健康政策

2021年1月，社聯學院舉辦的「NGO人力資源研討會」，以工作間的員工身心健康為題，探討在危機及持續轉變下對員工精神健康影響及機構可幫助的角色。盈力獲邀作為嘉賓講者之一，分享企業如何處理突發事件，並建議人力資源的同事向僱員輔助計劃的顧問商議介入方法，例如盡快舉辦危機解說小組、安排輔導員駐場面見受影響同工、設立輔導熱線等。同時，呼籲疫情下作出工作模式轉變的機構，要注意「在家工作」後的團隊建設，讓員工重拾工作動力。

## Sharing on Employee Well-Being Policy with Management

In January 2021, HKCSS Institute hosted the "HR Forum for NGOs", which was themed around employees' physical and mental well-being at work. The goal of the forum was to examine how employees' mental health can be affected by periods of crisis and change and what HR and management can do to reverse that impact. Vital as guest speaker shared insights on corporate emergency management and advised HR practitioners to discuss the available interventions with our EAP consultants, such as setting up an ad-hoc crisis debriefing team, arranging face-to-face meetings with on-site counsellors and launching a counselling hotline. Participants were also recommended to invest more in team building activities after epidemic which keep up staff morale in the long run.

## 未來發展 OUTLOOK

來年，香港的經濟前景不明朗，市場競爭越見激烈，將會是極具挑戰性的一年。我們已作好準備，與時並進，提供更多元化的服務模式。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。

Given Hong Kong's uncertain economic outlook and the ever-growing competition, Vital is expecting a challenging year ahead. We are well-positioned to keep up with the changing times and diversify our service offerings. With our experienced and dedicated staff, we have every confidence that we will achieve much more in the coming year.

## 2020 - 2021服務統計（截至2021年3月31日） SERVICE STATISTICS (AS AT 31<sup>st</sup> MARCH, 2021)

