



員工關係與發展

Staff Relations and Development

本會一直重視員工在機構成長和發展過程中所擔當的角色，全力支援員工發揮潛能。人力資源部為員工提供多元化培訓項目及關愛活動，致力培育人才，鼓勵彼此關愛，讓團隊共同成長，努力構建和諧的家庭友善工作環境。

The Agency has always recognised the important role of employees in our organisational growth and development, and has fully supported our employees in realising their potential. The Human Resources Department provides a variety of employee training programmes and staff engagement activities to nurture talent, promote a caring culture and create a harmonious and family-friendly workplace.



推動學習文化 鼓勵裝備自己

為協助員工應對服務上遇到的不同挑戰，本會着力推動員工間的學習文化，鼓勵員工持續學習，裝備自己。配合本會策略計劃之推行，我們年內舉行多項培訓課程，加強各級員工培訓，包括為管理人員而設的領導力及管理培訓課程，加強員工的溝通、解難和創造力，全面提升領導才能。此外亦提供多元化的培訓及發展課程，全方位加深員工的學習體驗，照顧同事的身心健康發展。當中包括：

- 如何管理跨世代團隊的「How to manage Multi-generational workforce」；
- 教授員工洽談技巧「Achieving Collaboration Through Negotiation」；
- 由心理學家主講情緒取向治療手法；
- 邀請律師分享有關「精神上無行為能力人士」的法律講座等。



▲ 不同專業的同工學習如何管理跨世代的團隊。
Employees of different departments learned how to manage cross-generational teams.

為應對服務的新常態，本年度亦特別為員工設計多個關於「線上」舉辦活動的技巧課程，包括「進入Zoom世界」及「網上活動帶領技巧及Padlet使用」等，讓員工學習以多元化的「線上」模式，為服務使用者提供無間斷的服務。

Creating A Culture of Learning and Upskilling

To help our employees cope with the challenges they encounter in our service delivery, the Agency strives to promote a culture of active learning and encourages staff members at all levels to upgrade their skills. To tie in with the implementation of our strategic plan, we provided our employees with a wide range of training and learning programmes throughout the year, including a series of leadership and management training courses for managerial personnel. These were designed to strengthen the communication, problem-solving abilities and creativity of our staff, as well as enhancing their overall leadership skills. In addition, a variety of training and development courses were offered to deepen their all-round learning experience and to bolster their physical and mental well-being. These courses included:



▲ 新同工迎新活動讓新入職員工認識機構。
Staff orientation activities were organised, giving newcomers a chance to get to know the Agency.

- How to Manage a Multi-Generational Workforce;
- Achieving Collaboration Through Negotiation;
- A course on emotion-oriented therapy led by a psychologist;
- A legal talk on mentally-incapacitated patients delivered by a lawyer.

In response to the “new normal” of our services, a series of workshops on how to run online activities were specifically designed for our employees. The themes included “Into the World of Zoom” and “Facilitation Skills for Online Events and the Use of Padlet”. Through these workshops, our employees learned how to deliver uninterrupted services with the use of diverse online tools.

為提升新管理人員對機構管治、政策推行及各管理系統的認識，培訓組年內持續舉辦「新經理培訓」課程，促進中央部門與服務單位的協調。此外，透過「友伴同行計劃」，將不同專業範疇的資深管理人員與入職不久的員工配對，雙方以亦師亦友的身份互相交流，分享經驗，藉此給予被指導者情緒支援，有助新管理人員理解機構文化，適應角色轉變。

在2021至2022年度，出席培訓組為不同部門及職級員工提供培訓活動的人數達929人次。



▲ 舉辦「新經理培訓」課程，讓新管理人員加深對機構運作的了解。

“New Manager Training” courses were offered, to help new managers become familiar with the operations of the Agency.

員工參觀與交流

員工學習不限於課堂培訓，本會培訓組年內組織「CFSC遊學團」，安排員工到本會轄下不同服務單位參觀交流，了解服務單位的使命和運作，加強服務單位之間的連繫，促進跨部門合作機會。

員工關愛活動

本會鼓勵員工在繁忙的工作外，同時注意生活平衡，雖然受疫情影響，本年度仍然舉行了「生活與工作平衡週」，當中「港•旅行」活動，讓員工透過相片分享，互相介紹香港旅遊好去處；並邀請職員會主席與員工分享手機攝影技巧，以另類的方式遊歷香港。此外，本會今年特別為員工送上關愛禮品包，在疫情期間與大家保持聯繫，為彼此打氣。



To familiarise our new managers with our corporate governance, policy implementation and management systems, the Training Unit continued to organise “New Managers Training” courses throughout the year, which helped in facilitating the coordination between our central departments and service units. With the implementation of our mentoring programme, senior managers from different professionalism were paired up with new employees, to share their valuable experiences and to promote mentorship at work and beyond, thus providing the new managers with emotional support and guidance in adapting to the organisational culture and their new roles.

In 2021-2022, the Training Unit hosted an array of training activities for employees from different departments and positions. A total attendance of 929 was recorded.

Site Visits and Staff Exchanges

At CFSC, staff education goes far beyond the classroom. During the reporting year, the Training Unit organised a “CFSC study tour” for our staff members. It was arranged for the participants to visit some of our service units, become acquainted with the mission and operations of other teams, and facilitate cross-functional interactions and cooperation.



▲ 同工參加「CFSC遊學團」到訪不同單位，加強跨單位的溝通。

To strengthen cross-functional communication, staff members were arranged to visit other service units during the “CFSC study tour”.

Staff Engagement Activities

The Agency continued to emphasise the importance of balancing our personal lives with work schedules. Despite the impact of the pandemic, in this year’s “Work-Life Balance Week”, staff members were invited to share pictures of their favourite travel destinations in Hong Kong. We also invited the Chairman of CFSC’s Staff Association to share his tips and tricks for taking pictures with a smartphone. He encouraged our staff members to rediscover the city through photography. In addition, we distributed special gift sets to all our staff, to stay connected with them and help lift their spirits during the pandemic.

▲ 同事即場應用手機拍攝技巧。

Staff members put their skills to the test, after learning how to take pictures with their smartphones.

職員會今年舉辦「森林浴」活動，由森林療愈嚮導帶領大家在大自然中漫步，紓緩工作及生活壓力。除此之外，職員康樂活動還有土耳其燈工作坊、藍染工作坊、夜行生態團及瑜伽班等，部分項目歡迎員工家屬參加。

本會理解員工面對工作和家庭均承受不少壓力與挑戰，故今年繼續委託專業機構，由認可輔導員透過電話熱線及面談輔導，為員工及其家人提供僱員支援服務，希望在此艱難時刻提供適時協助，攜手共渡難關。



▲ 和諧粉彩療愈課程讓同事透過藝術減壓。
We offered a Pastel Nagomi Art workshop to help employees harness the stress-relieving power of art.

This year, the Staff Association also organised a workshop on “forest bathing”, to introduce the art of forest therapy to our employees. The participants were taken on a walk through the woods by a guide, which allowed them to relax from the stress of work and everyday life. We also hosted other recreational programmes, including a Turkish Mosaic Lamp Workshop, an Indigo Dying Workshop, a night tour of Hok Tau, Fanling, and a Yoga Training Course, some of which were open to the employees’ family members.

We understand that balancing work and family life can be stressful and challenging. To help our employees navigate these difficult times, we continued to deliver our Employee Assistance Programme with the help of a professional organisation, to provide staff members and their families with telephone hotline services and face-to-face consultations, and give them the right help in times of need.

2021 - 2022 培訓統計 (截至 2022 年 3 月 31 日)

Training Statistics (as at 31st March, 2022)

為大專學生提供實習機會的人數

Internship Opportunities for Students of Tertiary Institutions



48

社會工作系
Social Work
Students

32

社會學
Sociology
Students

15

環境科學
Environmental
Science Students

13

中醫藥系
Traditional Chinese
Medicine Students

42

其他
Others

職員訓練 (人次)

Staff Training Activities (Attendance)

376

各大專學院及社會服務團體舉辦之培訓課程、講座及研討會

Training courses, seminars and workshops organised by tertiary institutions and other social service organisations

155

醫院、社會福利署及其他政府部門舉辦之訓練課程及研討會

Courses and workshops organised by hospitals, the Social Welfare Department and other government departments

871

其他
Others



1,402

本會舉辦之講座及研討會
Seminars and workshops
organised by the Agency

