



盈力僱員服務顧問  
Vital Employee  
Service Consultancy

為職場注入色彩  
*Add Colour  
to Work Life*

**服務方向**

自 1993 年起，盈力僱員服務顧問（盈力）為不同類型的機構提供僱員輔助計劃 (EAP)、職場培訓及管理顧問服務，目的是為職場注入健康及活力的色彩，從而增加公司生產力及提升僱員的生活質素。我們已為超過 500 間機構提供僱員輔導、在職培訓、管理顧問、危機介入及工作生活平衡活動等服務，是一個專業及多元化的僱員服務提供者。

**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, etc. Being a professional and diverse Employee Assistance Programme (EAP) provider, we have served over 500 organisations.

CFSC

## 服務摘要

### 職場中箭—工作間欺凌調查

回顧過往為僱員提供的輔導服務中，為數不少的個案涉及被欺凌處境。有感於這方面的本土研究一直匱乏，盈力去年透過「職場中箭—工作間欺凌調查」，探討及回應這值得社會關注的課題。我們委託香港浸會大學用電話隨機訪問了 509 位在職人士，並於 8 月在記者招待會中公佈結果。調查顯示，逾五成職場人士曾在工作間被欺凌，當中近半受訪者選擇啞忍。此調查結果引來全港媒體的廣泛關注，包括電視台、電台、報章雜誌及電子傳媒，共錄得 37 次的媒體報導。



「職場中箭—工作間欺凌調查」發佈會吸引了各大傳媒的採訪及報導。  
'Workplace Bullying Survey' press conference attracted great attention from the media.

## Service Highlights

### Workplace Bullying Survey

In view of the counselling service we are providing, the cases related to bullying are considerable. To have a better understanding of the problem in the local community, we commissioned the Hong Kong Baptist University to conduct a survey and 509 people were randomly polled by telephone. Press conference was held in August 2013 to announce the survey results. It showed that half of Hongkongers had been bullied at workplace, with most of them suffering in silence. The survey results were widely covered by television stations, radio stations, on-line and printed media, etc. 37 times of exposure were recorded as a result.



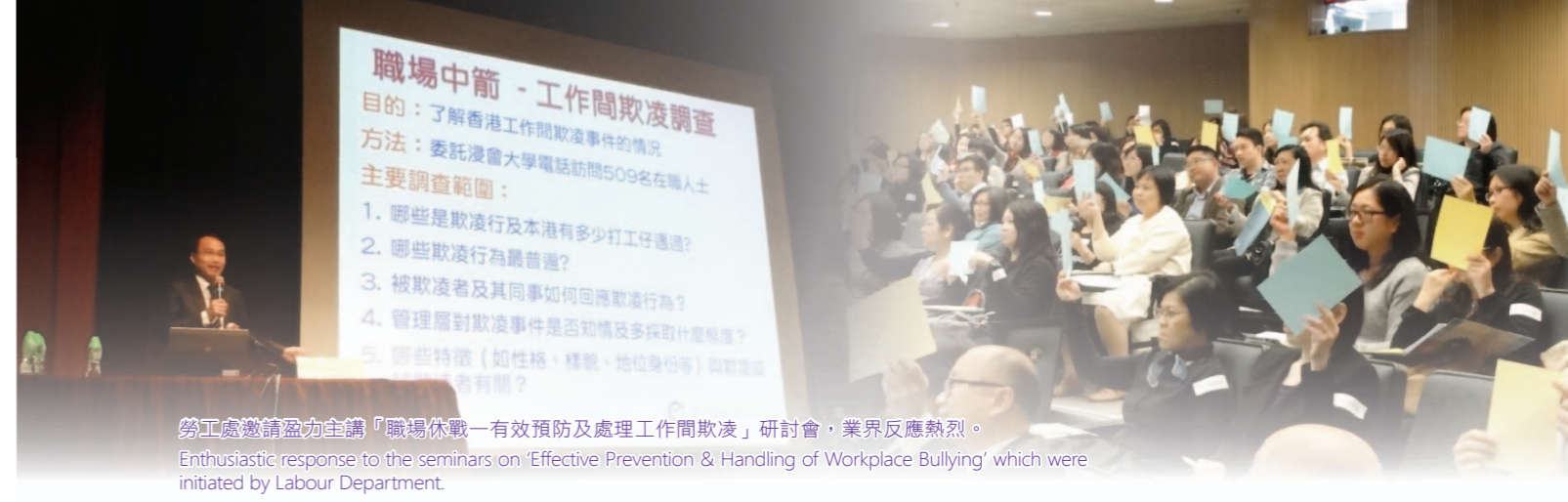
我們的顧問團隊在《Recruit》雜誌中以「職場中箭」系列為題，教授各種職場軟技巧。  
Our consultants share their professional advice on handling workplace issues on 'Recruit' magazine.

### 中箭 vs 休戰—分享與研討

《Recruit》雜誌亦認同「工作間欺凌」乃社會關注的議題，更以「職場中箭」系列為題，邀請我們的顧問團隊每月就不同的職場話題發表專家意見，教授上班族衝突管理、提升工作態度、人際溝通等各種職場軟技巧，讓大家隨時裝備，遇戰擋「箭」。除媒體報導外，盈力亦應勞工處之邀請，出席 3 場「職場休戰—有效預防及處理工作間欺凌」研討會，向逾 200 位來自不同界別的人力資源經理，分享管理者介入及處理職場欺凌個案的策略。

### Interviews and Seminars on Handling Workplace Bullying

In response to mounting public concern towards workplace bullying, 'Recruit' magazine invited our consultants to give their professional advice on workplace bullying and various workplace issues every month. Topics range from conflict management, sleeve-up working attitude to interpersonal skills, which enable staff to equip themselves to prevent the conflict from escalating. Also, we were commissioned by Labour Department to conduct 3 seminars on 'Effective Prevention & Handling of Workplace Bullying'. Over 200 Human Resources professionals from different corporations attended the event, in which we shared cases and tips for effective handling.



勞工處邀請盈力主講「職場休戰—有效預防及處理工作間欺凌」研討會，業界反應熱烈。  
Enthusiastic response to the seminars on 'Effective Prevention & Handling of Workplace Bullying' which were initiated by Labour Department.

### 商界展關懷 / 同心展關懷

近年越來越多機構實踐企業社會責任，關注僱員身心健康，實在是香港打工一族之福。香港社會服務聯會頒發的「商界展關懷」及「同心展關懷」標誌就是嘉許實踐企業社會責任的工商及公共機構。去年，盈力成功提名了 71 個客戶獲頒此標誌，數目為歷年最多。我們為這些客戶提供僱員輔導服務、在職培訓、健康推廣活動等，協助它們成為關懷員工的僱主。



盈力的高級經理吳慧琪及首席顧問孫立民博士獲香港電台邀請作嘉賓，分享有關辦公室欺凌個案處理技巧。

Ms. Wicky Ng, Senior Manager and Dr. Suen Lap-man, Principal Consultant of Vital were invited to be guest speakers of RTHK, to share their views on handling workplace bullying.

### Caring Company / Organisation Scheme

Caring Company Logo and Caring Organisation Logo are awarded by the Hong Kong Council of Social Service for recognising organisations which demonstrate good corporate citizenship and caring spirit. In the past year, 71 companies and organisations were awarded the logos through Vital's nominations. We helped these organisations to provide 24-hour hotline counselling service, conduct regular training programmes, produce educational items, etc., so as to create a family-friendly workplace for the employees and develop a caring image of the employers.

我們在「商界展關懷社區伙伴合作展 2014」中祝賀獲嘉許的伙伴機構。We joined the 'Caring Company Partnership Expo 2014' to celebrate our partners being awarded the logo.



中信銀行（國際）有限公司  
China CITIC Bank International Limited



香港中華煤氣有限公司  
The Hong Kong and China Gas Company Limited



鴻福堂集團有限公司  
Hung Fook Tong Holdings Limited



縱橫二千有限公司  
G2000 (Apparel) Limited



香港貿易發展局  
Hong Kong Trade Development Council

## 伙伴合作

隨著香港社會氣氛的轉變、顧客的期望不斷提高，僱員的工作壓力有增無減。更多企業意識到僱員輔導服務的重要性，願意承擔企業社會責任，引入僱員輔助計劃。過去一年，新的僱員輔助計劃客戶包括：美麗華集團、恆隆地產有限公司、東亞銀行有限公司、置地控股有限公司、美心集團、救世軍等。客戶委託盈力提供 24 小時僱員輔導及諮詢服務，除可協助員工處理壓力及情緒問題，亦表達僱主對僱員的關懷，營造關愛的社會氣氛。

同時，盈力亦繼續為多間機構提供職場培訓，更被不同的跨國企業邀請往台北、東莞及深圳等地進行企業培訓。憑著豐富的經驗及具質素的訓練內容，盈力去年吸引了多間新客戶，包括：新鴻基地產代理有限公司、香港警務處、中國民生銀行股份有限公司、嘉里物流聯網有限公司、羅氏診斷(香港)有限公司、恆生管理學院、香港生產力促進局、Kingsmen Creatives Limited 等。



和記黃埔地產有限公司的員工積極參與盈力設計的解困活動，發揮團隊精神。

Employees of Hutchison Whampoa Limited were highly engaged in the problem-solving task to perform team spirit.

## Partnership Projects

Work stress is attracting growing concern in the current state of the society. The introduction of EAP is thus on the rise when more and more corporations realising the importance of employee counselling in helping their staff to cope with stress and emotional problems. Over the past year, we were newly commissioned by Miramar Group, Hang Lung Properties Limited, The Bank of East Asia Limited, Hongkong Land Limited, Maxim's Caterers Limited (Cakes & Bakery Division) and The Salvation Army to provide 24-hour employee counselling and consultation service.

For training programme, Vital continues to provide and design various topics of training workshops for customers, and was invited by some multinational companies to conduct corporate trainings in Taipei, Dongguan and Shenzhen. There were new customers using our training service including Sun Hung Kai Real Estate Agency Limited, Hong Kong Police Force, China Minsheng Banking Corporation Limited, Kerry Logistics Network Limited, Roche Diagnostics (Hong Kong) Limited, Hang Seng Management College, Hong Kong Productivity Council, Kingsmen Creatives Limited and so on.



盈力的培訓顧問遠赴台北為 Kingsmen Creatives Limited 員工進行「DISC—領導能力訓練」。

Our Training Consultants conducted training program of 'Enhancing Leadership with DISC' for Kingsmen Creatives Limited in Taipei.

## 展望

近年香港的市場競爭越見激烈，顧客的期望不斷提高，對盈力來說是極具挑戰性的一年。我們要不斷檢討及改善現有服務，並引入更多專業的元素，方能維持我們在市場的領導地位。來年，我們會加強發展專業顧問服務，例如員工個人發展、性格評估及事業發展指導等，並繼續開拓不同的合作平台，讓我們與客戶的伙伴關係更加緊密。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

To ensure that we will continue be able to meet the diversified needs of our customers in an ever-changing world, we strive to improve our service quality by exploring more platforms for partnership. In the coming years, Vital will enhance the development of professional consultation services such as staff personal coaching, personality assessment and career coaching. We believe that with our staff's rich experience and dedication, Vital would achieve further prosperity in the coming year.

## 2013-2014 服務統計 (截至 2014 年 3 月 31 日) Service Statistics (as at 31<sup>st</sup> March, 2014)

服務類別 Types of Service	服務人次 No. of Employees Served
訓練及發展活動 Training and development activities	29,500
工作與生活平衡活動 Work-life balance activities	1,500
危機事件介入 Critical incidents management	264

## 客戶行業分佈 Distribution of Customers

