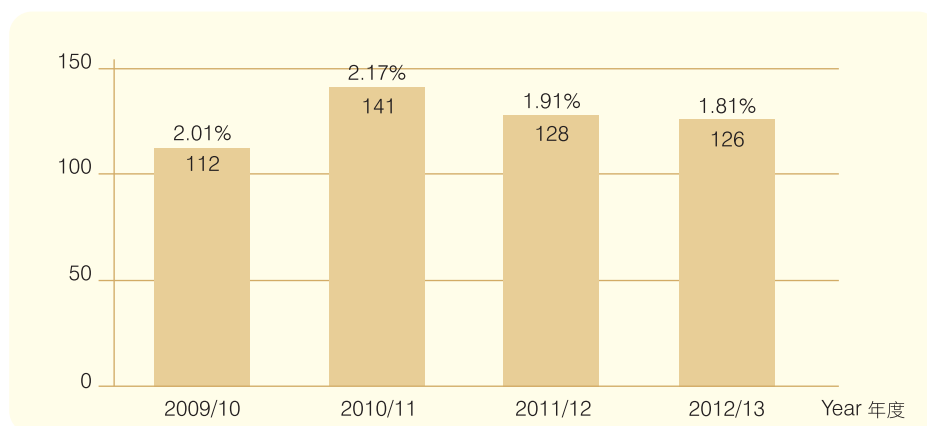


Total No. of People with Disabilities Employed by Tung Wah

東華三院聘用殘疾人士的數目

Appendix ER1 / 附錄ER1



Highlights of Non-hospital Staff Training and Development Programmes

非醫院員工培訓及發展項目概要

Appendix ER2 / 附錄ER2

- 2 exchange programmes with the Ministry of Civil Affairs (MCA) were organized, 13 executives of Tung Wah visited Hubei Province and a reciprocal programme was arranged for officials of the MCA in Hong Kong
與國家民政部舉辦兩次交流活動，十三名東華行政人員到湖北省進行交流及國家民政部官員到香港回訪
- Attachment training programmes of 2 weeks each were arranged for 8 officials of the MCA
為八名國家民政部官員安排為期兩星期的專業人員培訓課程
- A workshop on "Crisis Management and Media Handling" was organized for 32 headquarters executives, school heads and centre supervisors to provide staff with a quick review on techniques of communication with the media and to sharpen their image-building skills in face of crisis
為三十二名總部行政人員、校長及服務單位主管舉辦「危機管理及媒體處理」工作坊，提高管理人員與媒體溝通的技巧及危機管理的知識，令機構面對危機時仍能維持良好的公眾形象
- A workshop on "Creative Problem Solving and Decision Making" was organized for 20 headquarters executives to sharpen their management skills which lies behind effective problem solving, creative thinking and decision making
為二十名總部行政人員舉辦「創意思維下的問題解決與決策能力」工作坊，以提高管理人員的管理技能，創意思維及領導和應變能力，從而有效地解決問題
- A knowledge sharing session on "Crisis Management at Ngong Ping 360" was organized for 52 headquarters executives, school heads and centre supervisors to understand more about crisis management through knowledge sharing with senior management of Ngong Ping 360
為五十二名總部行政人員、校長及服務單位主管舉辦「昂坪360危機管理」知識分享活動，透過參觀昂坪360，了解更多關於危機管理的知識
- 2 innovative experiential teambuilding workshops "Haute Couture" were organized for 34 headquarters executives to transform staff into passionate advocates of the Tung Wah culture
為三十四名總部行政人員舉辦兩個創新體驗式「時裝表演團隊訓練」工作坊，啟發員工成為熱愛東華關愛文化的倡導者
- A talk on "Anti-Corruption" was organized for 80 headquarters executives, school heads and centre supervisors to enhance staff's knowledge in anti-corruption laws, especially in the context of non-profit making organization
為八十名總部行政人員、校長及服務單位主管舉辦「防貪」講座，以提高管理人員對防止貪污條例的認識，特別是牟利機構需注意的地方
- 2 executive lunch-and-learn gatherings were organized for headquarters executives for enhancing mutual understanding amongst colleagues
為總部行政人員舉辦兩次中午聚餐暨主題講座，促進同事相互了解
- A culture tour cum heritage class was organized for 50 staff to enhance understanding on Tung Wah history, promote corporate culture and strengthen their sense of belongings
為五十名員工舉辦「同根同心『東華文化』開平、新會、江門考察團」，以加深員工對東華歷史的認識、推廣企業文化及強化對機構的歸屬感
- A forum on "Understanding Different Generations" was organized for 120 staff to foster better communication among various generations in the Group
為一百二十名員工舉辦「了解不同世代的工作伙伴」員工論壇，加強與不同世代同事的溝通，建立和諧的工作伙伴關係
- 2 workshops on "Effective Workplace Communication" were organized for 60 clerical staff and secretaries to equip staff with effective communication
為六十名文職人員及秘書舉辦兩個「有效職場溝通」工作坊，以提升員工的溝通技巧
- A workshop on "Effective Report Writing" was organized for 22 clerical staff and secretaries to enhance staff's communication skills through effective report writing
為二十二名文職人員及秘書舉辦「有效寫作報告」工作坊，以加強員工的寫作報告技巧

- An innovative experiential teambuilding workshops "Dialogue in the Silence" was organized for 31 clerical staff of the Administration Headquarters to enhance communication skills
為三十一名總部文職人員舉辦一個創新體驗式「無聲的對話團隊訓練」工作坊，以提升溝通技巧
- A "Face-to-Face Tutorial" for the e-learning programme on Putonghua was organized for 11 staff to further enhance staff's Putonghua proficiency
為十一名員工提供普通話網上學習課程導師分享會，以加強員工的普通話能力
- A quadrilogy named "Infinite Tung Wah Stories Start from 'Home'" has been launched to foster internal values and showcase the experience of meaning in work across service spectrum of Tung Wah
製作《東華 無限故事由「家」開始》四部曲之「慎終追遠篇」，透過分享員工在工作中尋找意義的故事以培養員工的東華價值觀，發揮東華精神
- A talk on "Documentation and Telephone Skills for Quality Office Work" was organized for 40 headquarters executives and clerical/secretarial staff to enhance office best practices
為四十名總部行政人員及文職人員舉辦「優質文件處理及電話應對技巧」講座，以優化辦公室工作的實踐技巧
- A seminar was organized for 100 staff for heightening their awareness on data security in office operation
為一百名員工舉辦「資訊安全」研討會，以提高員工的資訊保安意識
- 18 training courses on the application of computer software were organized with about 382 staff attended
全年共舉辦十八個電腦軟件應用課程，參加員工約有三百八十二人
- A first-aid training course was organized for 30 staff to equip them with first-aid knowledge and skills
為三十名員工舉辦「急救訓練」課程，以提高員工的急救知識及技巧
- An "Executive Development Programme" was organized for newly recruited executives to familiarize them with the prevailing policies and work practices
舉辦「行政人員發展」課程，以加強新入職的行政人員對現行政策及工作程序的認識
- A total of 6 Induction Programmes were launched with about 431 newly recruited staff attended
舉辦六次迎新活動，約有四百三十一名新入職員工出席
- 2 workshops on "Mindfulness" and "Family Relations" were conducted for about 100 staff to help them achieve work-life balance
為約一百名員工舉辦「靜觀與減壓」及「三代同堂的相處秘技」講座，幫助員工達至生活與工作平衡
- A Green Tour to the South East New Territories Landfill and Yau Lai Estate was organized for 33 staff to equip them with more in-depth understanding on environmental protection and green living
為超過三十三名員工舉辦「參觀新界東南堆填區及油麗邨環保設施」活動，讓員工對環境保護及綠色生活有更深入的認識
- A workshop on "Process and Work Improvement" was organized for staff of the Staff Training & Welfare Section of Human Resources Branch to equip them with the core concepts and skills in process improvement
為人力資源處員工訓練及福利部的員工舉辦「工作流程及改善」工作坊，以提升員工的工作效率
- A teambuilding workshop on "Green Farming and Healthy Cooking" was organized to improve staff morale and team bonding in Human Resources Branch
為人力資源處員工舉辦「綠色耕作及健康烹調」團隊工作坊，以提高團隊凝聚力及員工士氣

Hospital Staff Development and Research Programmes (Sponsored by the Board of TWGHs)

醫院員工發展及研究（由東華三院董事局資助）

Appendix ER3 / 附錄ER3

Item	項目	Allocation 撥款
2012/2013 Medical Division Staff Training Fund Sponsored around 670 staff of the Tung Wah's 5 hospitals to attend local and overseas training programmes	2012/2013年度醫務科員工訓練基金 資助約六百七十位醫院員工修讀本港及海外的訓練及深造課程	\$1,850,000
Visiting Professorship Programmes Invited 6 overseas professors to Hong Kong to conduct lectures, give advice on modern medical technologies and share their clinical experiences	海外教授交流計劃 邀請六位海外教授來港進行臨床教學，以及分享最新的醫療技術及經驗	
TWGHs Research Fund (Western Medicine) Sponsored the western medicine doctors of the Tung Wah's 5 hospitals to conduct 13 research projects	東華三院研究基金(西醫) 資助屬下五間醫院的西醫醫生進行十三個研究項目	\$400,000
		\$2,250,000

Highlights of Training and Development Programmes of Teaching Staff

教師培訓及發展項目概要

Appendix ER4 / 附錄ER4

School 學校	Training and Development Programme 培訓及發展項目	Date 日期	Details 詳情
All Schools 所有學校	TWGHs Educational Tour to Taiwan 東華三院台灣教育考察團	4-7/4/2012	A 4-day educational tour was arranged for 18 school heads, teachers, educational psychologists and social workers. The participants visited the National Hsinchu University of Education and 3 local schools. The tour had been designed to enhance the support work for students with diverse needs. 4天的教育考察團共有18位校長、教師、教育心理學家及社工參加，他們參訪國立新竹教育大學及當地的3間學校，以了解如何照顧及支援學童的個別差異。
	The TWGHs Professional Development Day for Principals/Headteachers 東華三院校長專業發展日	20/4/2012	The seminar on "Change and Stress Management" was held at TWGHs Wong See Sum Primary School with Ms. YEW Wing See, Carol, Positive Psychology of United Centre of Emotional Health and Positive Living, United Christian Medical Service, serving as guest speaker. A total of 16 principals of secondary schools, 12 headteachers of primary schools, 14 headteachers of kindergartens and 2 headteachers of special schools attended. 研討會假東華三院黃士心小學舉行，主題為「變革及壓力管理」。主講嘉賓為基督教聯合醫務協會聯合情緒健康教育中心臨床心理學家姚穎詩小姐。共16位中學校長、12位小學校長、14位幼稚園校長及2位特殊學校校長參與。
	Day Camp on "Mindfulness" 學生輔導日營—「靜觀」	25/4/2012	The day camp was held at the Lei Yue Mun Park and Holiday Village with Ms. YEW Wing See, Carol, Clinical Psychologist of the United Centre of Emotional Health and Positive Living, United Christian Medical Service, as speaker. A total of 30 school heads, teachers, educational psychologists, social workers and student guidance personnels attended. 日營假鯉魚門公園及度假村舉行，邀得聯合情緒健康教育中心臨床心理學家姚穎詩小姐主講，共有30位校長、教師、教育心理學家、社工及學生輔導員參加。
	Educational Tour to Baoan, Shenzhen 深圳寶安教育交流團	11-13/6/2012	A 3-day study and exchange tour to Baoan, Shenzhen exploring development and collaboration opportunities was organized with the Education Services Secretary, 4 Assistant Education Services Secretaries, 4 secondary school principals, 2 primary schools headteachers, 1 special school headteachers and 2 kindergarten headteachers participating. 學務總主任、4位學務主任、4位中學校長、2位小學校長、1位特殊學校校長及2位幼稚園校長前往深圳市寶安區作3天教育考察及交流，並探討教育發展與合作機會。
	Workshop on "Psychological First Aid" 學生輔導工作坊—「心理急救」	15/6/2012	The workshop was held at the Scout Association of Hong Kong with Ms. LI Chi Kwan, Carole, Clinical Psychologist, as speaker. A total of 65 school heads, teachers, educational psychologists, social workers and student guidance personnels attended. 工作坊假香港童軍總會舉行，邀得臨床心理學家李智群小姐主講，共有65位校長、教師、教育心理學家、社工及學生輔導員參加。
	Dyslexia Association of Singapore 4th International Conference - Maths Learning Differences & Dyscalculia Conference and Educational Tour to Singapore 東華三院新加坡數學障礙國際研討會及教育交流團	16-20/11/2012	A 5-day educational tour was arranged for 9 school heads, mathematics teachers, educational and clinical psychologists. The school visit and conference participation aimed to further enhance the quality of diversified education support for schools, development of client-based service and strengthening the effectiveness of teaching and learning of Mathematics for students with dyscalculia. 5天的教育考察團共有9位校長、數學科教師、教育及臨床心理學家參加，他們參加數學障礙國際研討會及參訪當地歐南中學及兩所支援學障學童的中心，以了解如何照顧及支援患有讀寫障礙及數學障礙的學童。
	Workshop on Understanding and Support for the Students with Anorexia Nervosa 「認識及支援厭食症學童」工作坊	21/11/2012	The workshop was held at the TWGHs Lo Yu Chik Primary School with Prof. LAI Yee Ching, Kelly, Associate Professor, Department of Psychiatry, the Chinese University of Hong Kong, invited as speaker. A total of 21 educational psychologists, social workers and student guidance personnels attended. 工作坊假東華三院羅裕積小學舉行，邀得香港中文大學精神科學系黎以菁副教授主講，共有21位教育心理學家、社工及學生輔導員參加。
	TWGHs Joint Schools Professional Development Day 東華三院聯校專業發展日	9/1/2013	The seminar on "Values Education and Tung Wah Spirit" was held at the Queen Elizabeth Stadium Arena with Mrs. Cherry TSE, JP, Permanent Secretary for Education, Education Bureau, officiating. Prof. CHENG Yin Cheung, Acting President, The Hong Kong Institute Education, and Mr. WONG Ho Chiu, Honorary Curriculum Advisor, Tung Wah Moral Education, served as guest speakers. A total of 1,920 teachers and staff members attended. 研討會假伊利沙伯體育館舉行，主題為「價值教育與東華精神」。邀得教育局常任秘書長謝凌潔貞女士主禮。主講嘉賓為香港教育學院署理校長鄭燕祥教授及東華三院德育課程顧問黃浩潮先生。共有1,920位教職員參加。

School 學校	Training and Development Programme 培訓及發展項目	Date 日期	Details 詳情
All Schools 所有學校	Workshop on Understanding, Support and Counselling for Teenager with Different Sexual Orientation 「不同性傾向青少年的成長需要：了解、支援與輔導技巧」工作坊	26/2/2013	The workshop was held at the Hong Kong Polytechnic University with Ms. CHUI Mei Shan, Alice, Project Officer, Project Touch, the Boys' and Girls' Clubs Association of Hong Kong, invited as speaker. A total of 40 school heads, teachers, educational psychologists, social workers and student guidance personnels attended. 工作坊假香港理工大學舉行，邀得香港小童群益會性向無限計劃主任徐美珊姑娘主講，共有40位校長、教師、教育心理學家、社工及學生輔導員參加。
Secondary School 中學	TWGHs Textbook Recycling Pilot Scheme Seminar for S1 & S2 Teachers on "Use of Textbook" 東華三院 惜書勵學 課本循環再用試驗計劃	19/11/2012	The seminar was held at TWGHs Lo Yu Chik Primary School with Dr. CHAN Kin Sang, Jacqueline, Head of Department of Curriculum and Instruction, the Hong Kong Institute of Education, as guest speaker. A total of 56 teachers from TWGHs Lee Ching Dea Memorial College, TWGHs Chen Zao Men College and TWGHs C. Y. Ma Memorial College attended. 研討會假本院羅裕積小學舉行，邀得香港教育學院課程與教學學系系主任陳健生博士主講，共有56名本院李潤田紀念中學、陳兆民中學及馬振玉紀念中學教師出席。
	TWGHs Joint Secondary Schools Professional Development Programme on Gifted Education for Chinese Language Teachers 東華三院中學聯校專業發展活動 – 中國語文教師研討會	21/12/2012	The seminar was held at TWGHs Lo Yu Chik Primary School with Ms. NG Kam Wan, Curriculum Development Officer (GE)9, Gifted Education Section, Curriculum Development Institute, Education Bureau, as guest speaker. A total of 69 principals, teachers and educational psychologists attended. 研討會假本院羅裕積小學舉行，邀得教育局課程發展處資優教育組課程發展主任(資優教育)9伍錦雲女士主講，共有69名校長、老師及教育心理學家出席。
	TWGHs Joint Secondary Schools Professional Development Seminar on "Supporting Language across the Curriculum (LAC) in School – Why and How" 東華三院中學聯校專業發展研討會 — "Supporting Language across the Curriculum (LAC) in School – Why and How"	19/1/2013	The seminar was held at TWGHs Yow Kam Yuen College with Prof. MAN Yee Fun, Evelyn, Adjunct Associate Professor, Department of Curriculum and Instruction, Faculty of Education, The Chinese University of Hong Kong, as guest speaker. A total of 17 principals and 171 teachers attended. 研討會假本院邱金元中學舉行，邀得香港中文大學課程與教學學系客座副教授文綺芬女士主講，共有17名校長及171名老師出席。
Primary School 小學	Day Camp for Students with Dyslexia and their Parents 2012 親子日營 — 學、藝夏令營	20/7/2012	The day camp was held at the Hong Kong Institute of Education. A total of 100 participants attended. 活動假香港教育學院舉行，約有100位參加者。
	TWGHs Joint Primary Schools Teacher Professional Development Seminar 東華三院小學聯校教師專業發展研討會	30/10/2012	The seminar on "High Order Thinking – Teaching Strategies and Classroom Interaction" was held at the Exhibition Hall of TWGHs Lo Yu Chik Primary School with Ms. TSANG Yau Tai, Curriculum Development Officer (Gifted Education), Curriculum Development Institute of Education Bureau, serving as guest speaker. A total of 60 teachers attended. 研討會假東華三院羅裕積小學展覽廳舉行，主題為「高層次思考的教學策略與課堂互動」。主講嘉賓為教育局資優教育組課程發展主任曾有娣女士。共有60名教師參與。
Kindergarten 幼稚園	Joint Kindergartens Staff Development Day on "Getting a Healthy Life Style : Making Changes to Body and Soul" 幼稚園聯校教師專業發展日 — 「教師的身心靈健康與壓力管理」	23/11/2012	The seminar was held at the TWGHs Kwok Yat Wai College. The guest speaker was Dr. Harry WONG, Certified NLP Master Coach & Trainer, and Dr. Herman LO, Post Doctoral Fellow, Department of Social Work and Social Administration, the University of Hong Kong. A total of 196 headteachers, senior teachers and teachers attended. 研討會假東華三院郭一韋中學舉行，主講嘉賓為認可NLP高級教練及導師黃彥衡博士和香港大學社會工作及行政學系博士後研究員盧希血博士。研討會共有196位校長、主任及教師參與。
	Study Tour to Taiwan 台灣教育考察團	18-22/12/2012	A 5-day study tour to Taiwan was organized. An Assistant Education Services Secretary, 7 headteachers, 15 senior teachers and teachers participated. 學務主任、7位幼稚園校長及15位幼稚園主任及教師前往台灣作5天教育考察及交流。
	Joint Kindergartens Staff Development Day on "Workshop on Effective Teaching" 幼稚園聯校教師專業發展日 — 「有效教學策略分享會」	9/1/2013	The workshop was held at the TWGHs Li Chi Ho Primary School. The guest speakers were Ms. MOK Chun Lan, teacher of TWGHs Hung Wong Kar Gee Kindergarten, and Ms. YEUNG Ho Man, Alice, teacher of TWGHs Tin Wan Kindergartens. A total of 198 headteachers, senior teachers and teachers attended. 分享會假東華三院李賜豪小學舉行，主講者分別為東華三院洪王家琪幼稚園莫春蘭老師及東華三院田灣幼稚園楊浩敏老師。分享會共有198位校長、主任及教師參與。

School 學校	Training and Development Programme 培訓及發展項目	Date 日期	Details 詳情
Kindergarten 幼稚園	Joint Kindergartens Staff Development Day on "To Inspire Children's Potentiality for Creativity by Using Scientific Games" 幼稚園聯校教師專業發展日—「從科學遊戲啟發幼兒創意潛能」	8/3/2013	The workshop was held at the TWGHs Kwok Yat Wai College. The guest speaker was Dr. Jimmy WONG, Centre Director, Hong Kong New Generation Cultural Association Science Innovation Centre. A total of 200 headteachers, senior teachers and teachers attended. 研討會假東華三院郭一葦中學舉行，主講嘉賓為香港新一代文化協會科學創意中心總監黃金耀博士。研討會共有200位校長、主任及教師參與。
Special School 特殊學校	Study Tour to Taiwan 台灣教育考察團	27-30/3/2013	A 4-day study tour to Taiwan was organized. An Assistant Education Services Secretary, 2 principals, 27 teaching and specialist staff of Special Schools participated. 學務主任、兩位特殊學校校長及27位特殊學校教師及專責人員前往台灣作4天教育考察及交流。

Highlights of Staff Training and Development Programmes in Community Services Division

社會服務科員工培訓及發展項目概要

Appendix ER5 / 附錄ER5

Service/ District 服務/區域	Training and Development Programme 培訓及發展項目	Date 日期	Details 詳情
Elderly Services 安老服務	Workshop on Using the Spirituality Scale for Chinese Elders (SSCE) 「華人長者靈性量表」應用工作坊	5/7/2012	The workshop was conducted by Dr. Vivian LOU, the Principal Investigator of "A Study on Assessing and Enhancing Spirituality among Elders in Hong Kong and Shanghai". 34 professional staff members were trained and accredited on using the SSCE to assess the spiritual well-being of elders. 工作坊由「探討及提升長者的靈性研究：生命意義與整合」的負責人樓瑋群博士主講，讓34位專業同工了解如何運用「華人長者靈性量表」作為評估工具。參加者在完成實習後均獲發認證證書。
	Double Doodle Play: A Window to Whole Brain Learning for Enhancement of Work Performance 對稱塗鴉遊戲：促進全腦學習與工作表現之門	6/7/2012	The workshop, with 56 participants, aimed at enhancing staff members' creativity, concentration and work effectiveness through the practice of whole brain exercises. 工作坊透過全腦運動促進員工創意及專注力，以提升他們的工作表現，共有56位員工參加。
	Workshop for Care Workers: Creating a Happy Workplace 照顧員工作坊：創造開心工作間	10/8, 24/9, 7/12/2012 & 30/1/2013	In order to equip 100 care workers with positive attitude when facing challenge at workplace, 4 identical workshops were conducted to facilitate the sharing of work experience and remind them of the meanings of working with the elderly. 透過4次工作坊讓100位照顧員重溫長者服務的意義、互相勉勵及分享工作心得，以更正面的態度面對工作挑戰。
	Palliative Care Training and Fieldwork Attachment at Mackay Memorial Hospital in Taiwan 台灣馬偕紀念醫院實習活動	2-9/12/2012 & 4-9/3/2013	2 fieldwork attachment programmes at Mackay Memorial Hospital in Taiwan were organized for 4 nurses and 4 social workers. The participants learnt the importance of cooperation in a multi-disciplinary team and holistic care to terminal ill patients. Moreover, their knowledge on palliative care service was strengthened through the lessons provided by the professionals of the Hospital, and their confidence in providing palliative care services to users was also enhanced. 為讓同工了解舒緩服務的實踐情況，本院安排了4位護士及4位社工到台灣馬偕紀念醫院的安寧療護教育示範中心進行實習。參加者均表示實習過程讓他們體會到各專業團隊的平等溝通和合作，以及同工全心關懷病人的重要性。同工並於不同的專題課堂中吸收了更多知識，提升了他們於單位推行舒緩服務的信心。
	Understanding Depression and the Assessment and Handling of Elderly Suicide 認識抑鬱症及長者自殺的評估及處理	5 & 12/12/2012	In collaboration with the Clinical Division of Old Age Psychiatry, the Hong Kong College of Psychiatrists, 2 lectures on depression were conducted to enhance the knowledge and skills of about 100 professional staff in taking care of elders suffering from the illness. 本院聯同香港精神科醫學院老齡精神科臨床分組，為約100位專業同工舉辦兩節抑鬱症專題培訓，以提升他們對該病症的認知，助其進一步掌握相關評估及處理方法。
	Study Tour to London cum Report Back Session 英國倫敦交流團暨匯報會	24/2-2/3/2013 & 28/3/2013	A study tour to London was organized for 10 professional staff to visit residential homes, community support services and dementia services. Subsequently, participants shared this fruitful experience with 60 staff in the report back session. 10位專業同工前往倫敦訪問當地長者服務機構，了解院舍服務、社區支援服務及腦退化症服務等，其後向60位員工分享交流之得着。

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Elderly Services 安老服務	Training on Business Planning and Marketing Strategy 商業策劃及市場推廣策略訓練	15-21/3/2013	In response to the service needs of elders with different economic status and the trend of developing self-financing services, the training aimed at equipping about 120 staff with basic knowledge on business and financial management as well as practical marketing strategy. 為回應社會上不同經濟能力長者的服務需要，本院將發展更多自負盈虧服務。培訓旨在教授員工營商和財政管理的基本知識，以及實用的市場推廣策略，約共有120位員工參加。
Youth & Family Services 青少年及家庭 服務	Course on Culture of Triad Society and New Trend of Abused Drug 三合會文化探究及 新毒品趨勢	19/6/2012	71 front-line social workers attended the course and they were taught about the history and development of Hong Kong triad society and the new trend of abused drug. 71位前線社工參與是次講座，並透過講座認識香港的三合會歷史與發展及現今毒品的新趨勢。
	English Teaching and Learning – Planning and Implementation 英文教學的策劃與推行	7, 9 & 13/8/2012	A course was conducted for 90 staff members to equip the concepts methodology and teaching skills of the 5 stages of Shared Reading, using big books and rhymes. 幫助參加者掌握共讀五步曲，教授大書及兒歌的理念、方法和技巧，共有90人參加。
	Children's Sensory, Perceptual and Motor Assessment and Training 兒童感知肌能評估及訓練	10 & 29/8/2012	A course was conducted for 100 staff to help them acquire knowledge and skills for early identification of children with special educational needs, and understand the principles and teaching methods in sensory, perceptual and motor training. 幫助參加者評估幼兒發展需要，及早識別有發展或學習困難之兒童，掌握兒童之感知肌能訓練原則、策略和方法，共有100人參加。
	Co-morbidity of Drug Abuse and Mental Illness 毒品使用者與其共生精神病的關 係講座	4/9/2012	30 participants attended the course held by CROSS Centre and Substance Abuse Clinic of Pamela Youde Nethersole Eastern Hospital to learn about the co-morbidity of drug abuse and mental illness. 越峰成長中心與東區尤德夫人那打素醫院精神藥物誤用診所合辦是次講座，協助30位社工明白吸毒與精神病的共生關係。
	Course on Health and Sex 「性健康、你要識」專題講座	11/10/2012	Staff of AIDS Concern was invited to give a talk to 27 social workers on the topics of sex health and the issues arising from sex and drug. 邀請了「關懷愛滋」職員講解性健康知識和毒品與性所涉及的問題，共有27位社工參加。
	Professional Training on the Training Needs and Methods of Children with Autism 了解「自閉症兒童的需要及訓練 方法」專業培訓	27/10/2012	The workshop has helped social workers, special childcare workers, therapists and nursery supervisors to understand the assessment and therapy for children with autism, and the techniques of mind reading for fostering their social interaction. 為加深社工、特殊幼兒工作員、治療師及幼兒園主任對自閉症兒童的認識，舉辦訓練課程，講解有關評估、治療手法、如何透過心智解讀促進幼兒的社交行為、與他人相處的能力及技巧等。
	Professional Training Workshop on "Motivational Interviewing" 「動機晤談」專業培訓	17-19/1/2013	With collaboration with the Psychiatric and Clinical Psychology Departments of United Christian Hospital, TWGHs Integrated Centre on Addiction Prevention and Treatment (ICAPT) organized a professional training workshop on "Motivational Interviewing". We were honored to have Dr. William MILLER, one of the founders of Motivational Interviewing, and Dr. Joel PORTER and Mr. Paul KONG to conduct the training. The training was well attended by over 300 participants and received many compliments. 東華三院心瑜軒與聯合醫院精神科及臨床心理部門共同主辦「動機晤談」專業培訓，並邀得世界知名學者及「動機晤談」其中一位始創人Dr. William MILLER及經驗豐富的培訓導師Dr. Joel PORTER and Mr. Paul KONG作為講員，獲超過300位專業同工參加，培訓大獲好評。
Rehabilitation Service 復康服務	"Strength Model Case Management Training" in Hong Kong 優勢模式個案管理訓練	24 - 27/4/2012	The Strength Model is a recovery-oriented approach to working with people with psychiatric disabilities. Rick GOSCHA, Ph. D. MSW, the Director of Training and Strengths Model Projects, and Ms. Leslie YOUNG, Consultant and trainer, both from University of Kansas School of Social Welfare, were invited to conduct 2 intensive training workshops to 35 professional supervisory staff and 95 frontline staff respectively. 「優勢模式」以復元的概念應用於精神受困的人士。員工學習優勢模式的實踐理念，運用一系列工具以協助精神受困人士定立人生目標，運用個人、環境的優勢達至有關目標。邀得美國堪薩斯大學兩位教授Dr. Rick GOSCHA 及Ms. Leslie YOUNG，為前線工作人員包括社工，以及主管級人員分別提供為期兩天的實習培訓工作坊，學習有關「優勢模式個案管理」，兩個工作坊參加人數分別為95人及35人。
	Audio Description Training Workshop 「口述影像」工作坊	15/8/2012	The workshop aimed to equip staff with knowledge and skills in applying audio description for people with visual impairment. 工作坊旨在提高員工運用口述影像的知識及技巧，為視障人士提供更妥貼的服務。

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Rehabilitation Service 復康服務	Knowledge and Skills in Carrying Out Advance Care Planning for People with Intellectual Disability with Terminal Illness 「預設臨終照顧計劃」講座	23/8/2012	The training was conducted by specialist nurse from Palliative Care Unit of Grantham Hospital to enrich staff's professional knowledge on advance care planning for people with intellectual disability suffering from terminal illness. 邀得葛量洪醫院舒緩治療科專科護士主講，培訓員工掌握如何為智障的末期病患者開展「預設臨終照顧計劃」。
	Module Certificate in Upgraded Caring Skills for Health Workers in Residential Care Homes for Persons with Disabilities 殘疾人士院舍保健員護理技巧增修單元證書	8,15 & 29/10/2012 & 5,12 & 26/11/2012	To fulfill the licensing requirement under Residential Care Homes (Persons with Disabilities) Ordinance, 2 identical modules for certificates in upgraded caring skills for existing health workers were held. 45 health workers attended the course and were eligible for certification. 為達到殘疾人士院舍條例要求，復康部為院舍的在職保健員舉辦護理技巧增修單元證書課程，兩期共有45位保健員參加，並已考取合格證書。
	Core Retreat Day of Rehabilitation Services and Southern District 復康服務暨南區核心職員退修日	13/10/2012	66 core staff members of Rehabilitation Services and Southern District attended the retreat day programme "Leadership in 21st Century Workplace". Staff members gained a better understanding of leadership styles and coaching skills to develop subordinates. 66位復康服務及南區的核心員工出席活動，是次主題為「廿一世紀的領導」，透過聆聽講解、參與討論及角色扮演等環節，參加者掌握到不同的領導風格及有效的引導技巧。
	Study Visit to Taiwan on People with Disabilities Service and Concerns on Ageing Issue cum Report Back Seminar 台灣考察學習團	5 - 8/3/2013	22 staff visited the rehabilitation service agencies in Taiwan to share views on development of services for people with disabilities as well as ageing problem. A Report Back session was held to share their experience with other staff members. 22位員工前往台灣復康機構進行探訪及交流，認識當地推行弱能人士服務的現況，以及針對弱能人士老化問題的相關服務，並於返港後舉行匯報會。
Traditional Services 公共服務	ICAC Preventive Education Talk 廉政公署防貪講座	3/8/2012	Supervisory and frontline staff of Traditional Services attended the ICAC Preventive Education Talk to understand more about the pitfalls of corruption, ethical decision making at work and the management of staff integrity. 公共服務部為主管級及前線員工舉行防貪講座，讓員工進一步認識貪污漏洞，誠信工作與管治，以及遇到受賄情況時的處理方法。
	Study Visit to Singapore on Traditional Services Development 新加坡殯儀及廟祀服務考察團	26 - 29/8/2012	Supervisory of Traditional Services visited the funeral parlours, columbarium and temples in Singapore, and had sharing with the local service providers. 公共服務部主管級員工前往新加坡考察，參觀殯儀館、骨灰龕場及廟宇等，與當地業界分享及交流。
	Risk Management 危機管理	24/1/2013	A full day workshop for supervisors of traditional services was conducted to help the participants identify and assess potential risks, issues and crisis in the section, thus develop and implement a crisis management plan. 透過一天的工作坊，期望主管級員工可認識及評估部門的潛在危機及重要問題，從而制定及實行相關的危機管理計劃。
	Quality Customer Service 優質客戶服務	15/3/2013	Through a full day workshop, customer services skills of staff have been enhanced; and service quality is subsequently improved. 透過一天的工作坊，期望參加者可增強顧客服務技巧，提升服務素質。
Eastern/ Central & Western District 東區及中西區	Supervisors' Retreat – Relax, Refresh and Recharge 「活得自在」— 主任退修會	25/5/2012	A 1-day training workshop aimed to help the participants rebuild a better and brighter inner self through relaxing, refreshing and recharging. The aim of the retreat was to, through lecture and interactive communication, enhance the participants' positive thinking, mindfulness and resilience against abrasive and stringent situation. 透過工作坊向參加者灌輸生活正能量，啟發他們於日常生活及工作上之正向思維，從而幫助他們駕馭逆境，輕鬆自在地享受生命。
	OSH Training for Staff 職業安全及健康訓練	12,22/9, 10,26/10, 30/11/2012 & 10/1/2013	A series of trainings and activities were conducted to refresh the knowledge and skills of staff in OSH and promote the concept of good practice in OSH so as to minimize workplace injuries. 透過一連串訓練及活動，提高東區及中西區員工對職業安全及健康的認識；灌輸正確的觀念，確保落實執行有關措施，以減少工傷意外。
	Workshop on Managing Difficult Personalities 處理刁難人士工作坊	5/10 & 13/12/2012	Staff members are trained to identify service users with difficult personalities and be well prepared for handling unreasonable demand so as to avoid conflicts. 讓同工識別特殊性情人士的行為及表現，隨時作好心理準備面對難以理喻的無理人士，從中亦學會自我身心情緒管理，就算遇上特殊性情人士或無從入手的情境時，仍能自信地面對及化解困局。
	Training Workshops and Activities on Continuous Quality Improvement (CQI) 持續服務質素改善工作坊	12/10, 2/11/2012 & 22/2/2013	A chain of trainings and activities were organized to facilitate the implementation of CQI by further equipping staff with knowledge on CQI and enhancing the CQI atmosphere in the workplace. 透過一連串訓練及活動，加強東區及中西區員工對持續服務質素改善的認識、實行技巧及對改善服務質素的追求。

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Eastern/ Central & Western District 東區及中西區	Daily Work Photography 攝影工作坊	23/11/2012	A workshop was held to introduce basic concept of photography and retouch software for enhancement of photograph quality as well as staff's confidence in events shooting. 教授攝影基礎概念及後期製作軟件之應用，增強員工在處理活動攝影時的信心及提升相片素質。
	District Staff Retreat – Injection of Positive Energy 職員退修日	2/12/2012	The retreat aimed to inject positive attitude and energy into staff's work and life. Communications and interactions among staff of different units were also enhanced through team games and activities. 透過集體活動及遊戲，增加區內不同單位同工的溝通與互動，並為同工的工作及生活注入正能量。
	District Staff Orientation 東區及中西區員工導向活動	18/1/2013	The orientation programme for staff of Eastern, Central and Western district briefed them on the core value, vision and services provision of the district. Concept of districtization was also introduced to promote integration of services in the district. 東區及中西區員工導向活動令同工了解區域服務的遠景、核心價值及區內服務單位的情況，以及區域化的概念，促進區域服務共融。
Kowloon City/ Yau Tsim Mong/ Kwun Tong District 九龍城/油尖 旺/觀塘區	Introduction of Psycho-Dynamic and Hypnotherapy in Weight Loss Programme 身心動力瘦身入門講座	19/7/2012	30 staff members including professional and frontline workers acquired knowledge on psycho-dynamic and hypnotherapy for enhancing work life balance and body health. 此講座共有30名專業及前線同工參加，藉了解有關身心動力及催眠治療的知識，建立個人平衡及健康的身心狀態。
	Elementary Training on Physical and Mental Revitalization Model 心身機能活性運動療法初級指導士培訓課程	24-30/7/2012	The training was taught by the founder of the Physical and Mental Revitalization Model, Mr. Ogawa. Totally 40 staff joined the course for acquiring the specific skills to render treatment for the demented elders. 「心身機能活性運動療法」創辦人小川真誠老師主講，共40位同工參與學習療法的應用技巧，並熟習針對機能退化的長者而設計的整存式活動流程。
	Intensive Training for Child Carers to Work with Young Children with Emotional and Behavioural Problems 處理兒童情緒行為問題訓練	3/8, 20/9, 1 & 4/10/2012	Totally 45 social workers, nanny buddies, child carers and foster parents attended a series of training to learn relevant skills and knowledge to handle emotional and behavioural problems of children. 共45名社工、社區保姆、兒童照顧員及家舍家長參與了一系列訓練，以增進處理兒童情緒行為問題的知識和技巧。
	Communication Skills with Service Users in Residential Homes 與院舍服務使用者的說話技巧	19 & 27/9/2012	A 2-session workshop was launched for 60 professional and frontline staff to strengthen their communication skills with the residents of residential homes and their family members. 60名專業及前線同工參與兩節工作坊，學習與院友及其家人溝通的技巧。
	Retreat Day for Annual Review and Planning of Community Services 年度服務計劃退修日	12/10/2012	A retreat day was organized for 34 supervisory and professional staff for discussing annual plan. Art jamming activities were carried out for promoting team spirit. 共有34位督導及專業同工出席退修日活動，討論年度計劃之餘，亦進行了繪畫派對活動以增強團體精神。
	Workshop on Handling Difficult Customers and Complaints 處理刁難顧客及投訴應對技巧	11/12/2012	Characteristics of difficult clients were introduced to 40 staff members to strengthen their skills to handle complaints. 課程讓同工提升處理投訴的技巧，並了解刁難顧客的特性，共有40位同工出席。
	Workshop on "Serve from the Heart" 「從心出發」培訓坊	26/10/2012	A total of 56 staff attended the workshop which successfully enhanced their positive thinking and problem solving skills through team building games and exercises. 共56位員工出席，透過團隊合作活動、小組討論、社區遊戲，成功引發員工正面思維及提升其解決問題的能力。
Shamshui/ Wong Tai Sin 深水埗/黃大 仙區	Staff Retreat Day 職員退修日	4/3/2013	Around 50 staff members including social workers, nurses, health workers, programme workers, care workers, workmen, cooks and clerks attended the retreat day, which aimed at arousing staff's awareness on the importance of teamwork and also boosting staff morale through talk, games and sharing. 是次退修活動約有50位員工參加，當中包括社工、護士、保健員、活動幹事、照顧員、工友、廚師及文員等職級員工。透過講座、輕鬆的遊戲讓他們了解團隊精神的重要性。
	Making an Interesting Presentation 如何令演說變得有趣	20/6/2012	25 staff members participated in the training workshop to know more about the knowledge and skills in making an interesting and attractive presentation to community and committee members. 25位員工出席，學習如何令演說變得有趣及具吸引力。
Tsuen Wan/ Tuen Mun/ Yuen Long District 荃灣/屯門/元 朗區	Change with Time at Your Workplace 變出新動力	8/9/2012	A workshop was held with 43 participants, to enhance staff's capacity and competence in face of ever-changing challenges at work so as to improve service quality. 透過有趣的活動及集體遊戲，工作坊引導同工培養正面思維與態度，以應付工作上不同的挑戰，共有43名同工參加。

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Tsuen Wan/ Tuen Mun/ Yuen Long District 荃灣/屯門/元朗區	Workshop on Managing Difficult Personalities/Customers 「處理刁難人士之十型人格」工作坊	27/9 & 2/11/2012	To equip staff with knowledge and skills in handling difficult clients/customers at work place, 2 workshops were conducted to 23 frontline staff and 30 supervisory staff respectively. 工作坊讓53位員工認識十型人格；並了解引致出現刁難行為的原因及可行的處理方法。
	Workshop on Enhancing Supervisory Staff's Natural Charm and Positive Thinking 「自然魅力與管理」工作坊	8/11/2012	The workshop was held to enhance supervisory staff's natural charm and positive thinking in daily management. 提高員工對身心的關注，認識如何處理壓力及啟發正向思維。
	Eco Tour for Team Building 「生、伙、商、傳」生態導賞團隊合作培訓日	20/12/2012	The programme was organized for 45 staff to strengthen their awareness on environmental protection and team spirit. 通過培訓活動，加強45位員工對生態環境的認識和增進團隊精神。
	Project Management Workshop 計劃管理良方	25 & 29/1/2013	The programme aimed at enhancing knowledge and skills of 18 professional staff on project planning and management. 提升18位專業員工管理計劃的知識和技巧。
	Handling of Work Pressure and Mood Disorder 認識你的工作壓力及情緒	5/2/2013	The programme was organized for 50 staff to learn the proper ways to handle work pressure and mood disorder. 活動讓50位員工更認識自己的情緒及學會處理壓力的方法。
Shatin District 沙田區	Good Practice Sharing on Personal Care Services: Strategy in the Prevention of Work Injury 護理員工作坊：預防工傷優秀策略分享會	20 & 27/7/2012	2 identical sharing sessions were organized, aiming at equipping 62 staff members with workplace injury prevention knowledge, including causes of work injury, corresponding prevention methods, as well as useful occupational safety and health exercises. 兩輪工作坊旨在讓62位同工分享及了解工傷原因、預防工傷的方法及學習不同類型的職業安全健康運動，以減少工傷發生。
	Workshop on Stress Management 壓力管理工作坊	21/9/2012	The workshop provided a series of experiential learning activities to 98 participants to enhance their adversity quotient to strive for better work performance. 工作坊透過體驗式活動，提升98位參加者的逆境商數，以協助他們爭取更好的工作表現。
	Workshop on Handling Violent Conflicts 暴力危機應變訓練：預防、評估及處理暴力事故工作坊	10/10/2012	The workshop, with 40 participants, aimed at enhancing staff's knowledge on risk assessment of violent behaviour, patterns of violence and approaches in handling violent behaviour. 工作坊旨在讓員工了解暴力行為的模式和評估方法，以及暴力事件發生時的應變措施，共有40位員工參加。
	Workshop on Efficient Management and Supervision of Staff 有效管理及督導員工工作坊	17/12/2012	The workshop aimed at enhancing the supervisory skills of 30 supervisors and managers to facilitate the building up of harmonious and energetic teams in services units. 工作坊旨在提升30個單位管理職級人員的督導知識及技巧，以協助單位建立和諧且具動力的團隊。
	"Physical Breakaway Techniques" Training Workshop 「暴力事故之脫身法技巧」工作坊	18/1/2013	The workshop aimed to help 30 frontline staff understand the possible liability when handling violence case and learn the physical breakaway techniques. 工作坊旨在教授前線同工處理暴力行為的法律責任及脫身法，共有30位員工參與。
Tai Po and North District 大埔及北區	EOL Care I : Dying Process & Symptoms Management 晚期護理（單元一）：臨終時的徵兆及照顧	8/5/2012	68 staff members attended the training session in which the knowledge of dying process and skills of symptom management were illustrated. The training facilitated the implementation of End-of-Life care services in residential care home setting. 訓練課程向員工介紹一般臨終徵兆及照顧技巧，有助員工在安老院舍推行生命晚期照顧服務。是次訓練課程共有68位員工出席。
	Workshop on Managing Difficult Personalities/Customers 「處理刁難人士之十型人格」工作坊	22/5/2012	33 staff members attended the workshop to learn the characteristics of different personalities and the corresponding handling skills so as to minimize the occurrence of conflicts with service users. 工作坊介紹了不同人士之性格特質及相關應對技巧，從而有助員工化解與服務使用者的衝突。是次工作坊共有33位員工出席。
	Acupressure in First Aid Training 手力急救訓練課程	25/6 & 16/7/2012	102 supervisory, professional and frontline staff attended the training sessions and learnt the basic acupressure skills in relieving some common discomforts. 訓練課程向員工介紹如何透過簡單穴位按壓技巧舒緩一些常見的身體不適。兩輪訓練課程共有102位督導、專業及前線員工參加。

Service/ District 服務/區域	Training and Development Programme 培訓及發展項目	Date 日期	Details 詳情
Tai Po and North District 大埔及北區	Balanced Lifestyle I : Positive Psychology and Adversity Management 平衡生活模式（單元一）： 「正向心理及逆境管理」工作坊	26/7/2012	49 supervisory, professional and frontline staff attended the workshop which introduced concepts of positive psychology and the skills to cope with adversity. 工作坊向員工介紹了正向心理學的概念及面對逆境時的處理方法。是次工作坊共有49位督導、專業及前線員工出席。
	Balanced Lifestyle II : Tai Chi for Arthritis 平衡生活模式（單元二）： 關節炎太極拳	17 & 27/8/2012	The workshop aimed at enhancing awareness of our staff towards their physical health by introducing the Tai Chi exercise. A total of 51 staff members attended the 2 identical workshops. 透過向員工教授共十二式關節炎太極拳，提升員工對自身健康的關注，從而幫助他們建立平衡的生活模式。兩輪工作坊共有51位員工出席。
	Annual Retreat Day Camp 年度退修日營	14/9/2012	The day camp provided a platform for 45 supervisory and professional staff from Tai Po and North District to exchange ideas and explore the new service development directions for the coming year. 退修日營旨在提供一個溝通平台，讓大埔及北區督導及專業員工交流工作經驗和心得，同時就新服務發展方向提供建議。是次退修日營共有45位員工出席。
	Balanced Lifestyle IV : Enhancing Parent-child Relationship 平衡生活模式（單元四）： 「如何增進親子關係」	10/10/2012	The lecture aimed at helping staff establish quality parent-child relationship and effective communications with family members. The lecture introduced some common behavioural problems of children and the corresponding handling techniques. A total of 49 staff members attended the lecture. 透過與員工分享幼童常見的行為問題及處理技巧，促進員工與子女建立優質的關係與溝通，從而幫助員工建立平衡生活模式。是次講座共有49位員工出席。
Working Group on Service Performance Monitoring System 服務表現監察 制度工作小組	Workshop on Service Quality Standards (SQSs) for New Recruits 認識服務質素標準工作坊	12/9/2012	122 new recruits attended the workshop to acquire more information on the requirements of the 16 Service Quality Standards. 共122位新入職員工參加工作坊以深入了解16項服務質素標準的要求。
	Sharing Session on Review Visits and On-site Assessment Conducted by the Social Welfare Department 「社會福利署評估探訪及實地評估」分享會	23/1/2013	Supervisors who had passed the Review Visits or On-site Assessment conducted by the Social Welfare Department in 2012/2013 were invited to share their valuable experiences in the review visits with 91 staff members of other service centres preparing for future review visits. 安排於本年度曾接受社會福利署評估探訪及實地評估的單位主任分享成功通過評估的經驗，以幫助其他服務單位共91位員工準備參與未來的評估探訪。
Committee on Occupational Safety and Health 職業安全及健康委員會	In-house Experiences Sharing on Successful Accreditation 安健院舍確認計劃成功經驗分享會	17/8/2012	6 residential homes, which have been accredited as the highest level – “Excellent Performance” in the Hong Kong Safe & Healthy Residential Care Home Accreditation Scheme, were invited to share their successful experiences with more than 80 staff members from other service homes so as to help them prepare for their participation in the scheme. 6間在香港安健院舍確認計劃中被評為最高級別的「卓越安健院舍」與來自各服務單位的同事分享他們成功通過確認的寶貴經驗，以幫助日後將會參加此計劃的單位作好準備，超過80位員工出席。
	Assessors' Training on Display Screen Equipment Regulation Workshop 顯示屏幕設備規例評估員培訓工作坊	19/10/2012	A certificate training course was held for supervisory staff to acquire knowledge and skills on assessing display screen equipment. 37 supervisory staff have completed the workshop and passed the examination. 37位管理級員工接受有關顯示屏幕設備條例及評估的訓練，並通過考試正式成為合資格評估員，有助單位推行職安健計劃。
	Training Workshop on Prevention of Osteoporosis 預防骨質疏鬆培訓工作坊	25/1/2013	The training was conducted by experienced physiotherapist to equip more than 30 staff with knowledge on Osteoporosis and preventive exercise. 由資深物理治療師教導超過30位員工有關預防骨質疏鬆的知識和運動。
	Training Workshop on Manual Handling Operation for Frontline Staff 前線員工體力處理操作培訓工作坊	15/3/2013	More than 40 frontline staff members participated in the workshop to acquire proper knowledge and skills on “Manual Lifting and Handling Operation”. 超過40位前線員工出席工作坊，學習有關體力處理操作的知識和技巧。
Planning & Development Section 策劃及發展部	“Finance for Non-finance Executive” Workshop 財務管理工作坊	28/1/2013	The workshop equipped 25 supervisory staff with basic financial knowledge to facilitate effective communication with financial related specialists, and to help with their daily management work of their centres or projects. 教授基本財務知識，協助管理級同工與財務相關人員作更有效的溝通，共有25位同工參與。
	Workshops on “Critical Incident Stress Management: Strategic Response to Crisis” 「危機事故壓力處理」工作坊	1 & 8/3/2013	A 2-day workshop was held to equip the participants with techniques for managing stress arising from critical incident. 透過兩天的工作坊，讓同工學習到危機事故壓力處理的原則及應用方法。