

- 與國家民政部舉辦交流活動，共有12名東華三院行政人員到浙江省進行交流考察。
Exchange programme with the Ministry of Civil Affairs (MCA) was organised with 12 TWGHs executives visiting Zhejiang Province.
- 為8名國家民政部官員安排為期一星期的專業人員培訓課程。
A 1-week attachment training programme was arranged for 8 Ministry of Civil Affairs officials.
- 為浙江省舉辦短期社工交流和培訓活動。
A short-term exchange and training programme on social work was organised for Zhejiang Province.
- 為高級職員舉辦團隊訓練工作坊，提高團隊的士氣，加強管理人員的領導技巧，從而建立更高效能的團隊。
A team-building workshop was organised for senior staff to boost the team morale and sharpen their leadership skills for building a higher performance team.
- 為25名總部行政人員、校長及服務單位主管舉辦「教練指導－鼓勵與欣賞」管理技巧工作坊，讓行政人員學習透過指導、鼓勵和欣賞，打造更有魄力的團隊。
A management skills workshop titled "Coaching Inside Out – Motivation by Appreciation" was organised for 25 headquarters executives, school heads and centre supervisors to enhance their leadership capabilities by integrating an effective coaching style of supervision, encouragement and appreciation, to build a high engaged and motivated team.
- 為16名總部行政人員、校長及服務單位主管舉辦參觀香港警察學院活動，加強員工對知識管理的了解和認識。
A visit to the Hong Kong Police College was organised for 16 headquarters executives, school heads and centre supervisors to enhance their understanding of knowledge management.
- 為30名總部行政人員、校長、服務單位主管舉辦運用LEGO®積木作導引工具的團隊訓練活動，深化管理人員對衝突的辨識力和應付能力，從而創建更和諧的工作間。
A team-building workshop with LEGO® SERIOUS PLAY®: Creating Harmonic Workplace was organised for 30 headquarters executives, school heads and centre supervisors to enhance their ability to identify and handle conflicts effectively and create a more harmonic workplace.
- 為30名文職人員及秘書舉辦以「建立有效的溝通技巧」為主題的團隊訓練工作坊，透過「LEGO® SERIOUS PLAY®」導引活動，以有趣的方式提升員工的溝通技巧，加強團隊合作精神，從而達到更佳的工作效率。
A team-building workshop with LEGO® SERIOUS PLAY®: Building Effective Communication was organised for 30 clerical and secretarial staff to enhance the teamwork and communication skills to build a more effective team.
- 為60位員工舉辦「防貪」講座，以提高員工對防止貪污條例的認識，特別是牟利機構需注意的地方。
A talk on "Anti-Corruption" was organised for 60 staff members to enhance their knowledge of anti-corruption laws, especially in the context of non-profit-making organisations.
- 為120名總部行政人員、校長及服務單位主管舉辦中午聚餐暨主題講座，促進員工相互了解。
An executive lunch-and-learn gathering was organised for 120 headquarters executives, school heads and centre supervisors to enhance mutual understanding.
- 為30名文職人員及秘書舉辦「優質客戶服務及電話應對技巧」工作坊，加深員工對「優質客戶服務」的理解，並提升電話應對技巧，令服務對象留下良好印象，增加對東華三院的信賴。
A "Quality Customer Service and Telephone Skills" workshop was organised for 30 clerical and secretarial staff to strengthen their understanding of Quality Customer Service, and equip them with customer service and telephone conversation techniques to help leave a good impression to clients and gain their trust on TWGHs.
- 為50名文職人員、秘書及前線員工舉辦兩場「有效電郵寫作」工作坊，以加強員工書寫英文電郵的技巧。
Two "Effective Email Writing" workshops were organised for 50 clerical, secretarial and frontline staff to enhance their English email writing skills.
- 為30名員工舉辦「急救訓練」課程，以提高員工的急救知識及技巧。
A first-aid training course was organised for 30 staff members to equip them with first-aid knowledge and skills.
- 為22名員工舉辦「普通話會話班」，提升員工的普通話會話能力。
A tutorial on "Conversational Putonghua" was organised for 22 staff members to enhance their Putonghua competence.
- 為20名員工舉辦參觀東華三院何超蕙檔案及文物中心活動，以加深員工對東華三院歷史的認識、檔案和文物的保管、推廣企業文化及強化員工對機構的歸屬感。
A visit to TWGHs Maisy Ho Archives and Relics Centre was organised for 20 staff members to enhance their understanding of the Group's history, the preservation of archives and relics, promote corporate culture and strengthen their sense of belonging.
- 已完成《凝聚·東華·新力量》第一部的拍攝，展示東華三院給予年輕一代無限的支持和鼓勵，吸引人才加入東華三院。
The first episode of a new video series *YouTh PoWer* was filmed to show TWGHs' commitment to nurturing young talent, give them a bright future and attract young talent to join the Group.
- 為員工舉辦關於資訊科技安全的研討會，以提高員工在辦公室運作的資訊保安意識。
A seminar was organised for staff members to raise their awareness of IT security in office operations.
- 全年共舉辦18個電腦軟件應用課程，參加員工約有300人。
A total of 18 training courses on computer software applications were organised with about 300 staff members attending.
- 為20名員工舉辦「急救訓練重溫」課程，以加強員工的急救知識及技巧。
A refresher course on first-aid training was organised for 20 staff members to reinforce their first-aid knowledge and skills.
- 舉辦「行政人員發展」課程，以加強新入職行政人員對現行政策及工作程序的認識。
An "Executive Development Programme" was organised for newly recruited executives to familiarise them with prevailing policies and work practices.
- 舉辦7次迎新活動，超過500名新入職員工出席。
A total of 7 induction programmes were launched, with over 500 newly recruited staff members attending.
- 舉辦「東華·躍動」工作坊、「慢活隨筆」工作坊、「織·線·點」工作坊、「茶多酚」茶藝工作坊，幫助員工達至生活與工作平衡，員工反應踴躍。
Four well-received workshops titled "Street Workout", "Zentangle", "String Art" and "Teaism" were conducted to help staff members strike a work-life balance.
- 為30名員工舉辦「馬屎洲地質生態全接觸」活動，加深員工對環境保護及地質生態的認識。
A "Green Tour to Ma Shi Chau" was organised for 30 staff members to equip them with a more in-depth understanding of environmental protection and ecological geology.
- 為人力資源處員工訓練及福利部的員工舉辦「巧用故事，增值活化」工作坊，讓員工學習活用故事演說力量，提升溝通及表達技巧。
A "Storytelling and Effective Presentation" workshop was organised for staff members of the Staff Training and Welfare Section of Human Resources Branch to acquire storytelling skills and enhance their communication and presentation skills.

醫院員工發展及研究（由東華三院董事局資助）*
Hospital Staff Development and Research Programmes
(Sponsored by the Board of TWGHs)

附錄ER2 / Appendix ER2

項目 Item	詳情 Details	撥款 Allocation
2016/2017年度醫務科員工訓練基金 2016/2017 Medical Division Staff Training Fund	該基金資助屬下醫院約460員工修讀本港及海外的訓練及深造課程。 Around 460 staff from TWGHs' 5 hospitals were sponsored to attend local and overseas training programmes.	\$1,850,000
海外教授交流計劃 Visiting Professorship Programmes	該計劃邀請6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。 Six overseas professors were invited to Hong Kong to conduct lectures, give advice on modern medical technology and share their clinical experience.	
東華三院研究基金（西醫） TWGHs Research Fund (Western Medicine)	該基金資助屬下5間醫院的西醫醫生進行17個研究項目。 Western medicine doctors of TWGHs' 5 hospitals were sponsored to conduct 17 research projects.	\$400,000
		\$2,250,000

教師培訓及發展項目概要*
Highlights of Teaching Staff Training and Development Programmes

附錄ER3 / Appendix ER3

學校 School	培訓及發展項目 Training and Development Programme	日期 Date	詳情 Details
所有學校 All Schools	中、小學及特殊學校聯校德育課程—「東華文化」開平、新會及江門考察團 Joint Secondary, Primary and Special Schools Moral Education Curriculum – Study Tour on Tung Wah Culture to Kaiping, Xinhui and Jiangmen	25 - 26/11/2016 & 17 - 18/3/2017	獲史秀英檔案及歷史文化總主任及嘉賓講者高添強先生的協助，本院舉辦東華三院德育課程—「東華文化」開平、新會及江門考察團，共超過100位中、小學及特殊學校教師參與。 Ms. Stella SEE, Head of Records and Heritage Office, and Mr. KO Tim Keung, guest speaker, helped preside at a 2-day Moral Education Curriculum – Study Tour on Tung Wah Culture to Kaiping, Xinhui and Jiangmen, with over 100 teachers from TWGHs secondary, primary and special schools participated.
	東華三院聯校專業發展日 TWGHs Joint Schools Professional Development Day	20/1/2017	是次聯校專業發展日假伊利沙伯體育館舉行，以「上海經驗：國際研究與教師專業發展」為題，邀得教育局常任秘書長黎陳芷娟太平紳士主禮。當日，更邀得國家教育部國際教育研究與諮詢中心主任暨上海師範大學國際與比較教育研究院院長張民選教授以「國際測評與上海基礎教育改革和教師能力提升」主持專題講座，以及香港嶺南大學歷史系副教授劉智鵬博士以「從東華出發：東華歷史檔案中的香港史」為題分享。近2,000位校長、教師及專責人員出席。 The TWGHs Joint Schools Professional Development Day held at Queen Elizabeth Stadium and entitled "International Research and Teachers' Professional Development in Shanghai" was attended by nearly 2,000 school heads, teachers and specialists. Mrs. LAI CHAN Chi Kuen, Marion, JP, Permanent Secretary for Education, Education Bureau, officiated at the Event. Prof. ZHANG Min Xuan, Director, Centre for International Education Studies, Ministry of Education cum Director, Research Institute for International and Comparative Education, Shanghai Normal University, delivered the keynote speech on "International Assessment, Reform of Basic Education in Shanghai and Teacher Competency Enhancement". Dr. LAU Chi Pang, Associate Professor, Department of History, Lingnan University, also shared on the topic of "Hong Kong History Review: From Tung Wah Archives and Relics".
小學 Primary School	東華三院小學校長、教師境外教育考察及探訪考察團（廣州及深圳） TWGHs Joint Primary Schools Headteachers and Teachers Educational Study Tour (Guangzhou and Shenzhen)	14 - 15/4/2016	11位校長及29位教師前往廣州及深圳就東華文化作兩天課程考察及交流。 A 2-day study tour on Tung Wah Cultural to Guangzhou and Shenzhen attracted 11 headteachers and 29 teachers.

學校 School	培訓及發展項目 Training and Development Programme	日期 Date	詳情 Details
小學 Primary School	「STEM認知」教師工作坊 Workshop on "STEM Literacy"	26/4/2016	工作坊在東華三院泮次雲小學舉行，共有9位校長及80位教師出席。 The Workshop held at TWGHs Sin Chu Wan Primary School was attended by a total of 9 headteachers and 80 teachers.
	參觀鳳溪創新小學 School Visit of Fung Kai Innovative School	25/5/2016	是次活動共有7位校長及31位教師參加。 A total of 7 headteachers and 31 teachers attended the Visit.
	東華三院小學聯校英文課程組專業發展活動「英文科觀課及評課」教育工作坊 TWGHs Joint Primary Schools English Curriculum Section Professional Development Workshop on "Observing and Evaluating English Lessons"	14/7/2016	工作坊在東華三院羅裕積小學舉行，共有31位教師出席。 The Workshop held at TWGHs Lo Yu Chik Primary School was attended by 31 teachers.
	東華三院小學校長、教師境外教育考察及探訪交流團（杭州） TWGHs Joint Primary Schools Headteachers and Teachers Educational Study Tour (Hangzhou)	28/11 - 2/12/2016	11位校長及19位教師前往杭州就東華文化作5天課程考察及交流。 A 5-day study tour on Tung Wah Cultural to Hangzhou was organised, with 11 headteachers and 19 teachers participating.
幼稚園 Kindergarten	「繪本認識知多少／如何推行幼兒創意綜合藝術」工作坊 Workshop on "Understanding Picture Book Curriculum Integrated Creative Arts for Children"	24/9/2016	工作坊在東華三院黎鄧潤球幼稚園舉行，共有65位校長及新入職教師參加。 The Workshop held at TWGHs Lai Tang Yuen Kaw Kindergarten was attended by 65 headteachers and new teachers.
	上環東華歷史文化考察及「東華文化」開平、新會、江門課程考察團 Local Tour on "Tung Wah Culture" in Sheung Wan and Curriculum Study Tour on "Tung Wah Culture" to Kaiping, Xinhui and Jiangmen	28/9 & 14 - 15/10/2016	獲史秀英檔案及歷史文化總主任的協助，舉辦上環東華歷史文化考察及「東華文化」開平、新會、江門課程考察團。學務主任、2位教育行政助理與30位校長及教師參加。 With the assistance of Ms. Stella SEE, Head of the Records and Heritage Office, a local tour on Tung Wah Culture in Sheung Wan and a Curriculum Study Tour on Tung Wah Culture to Kaiping, Xinhui and Jiangmen were organised, with an Assistant Education Services Secretary, 2 Executive Administration Assistants and 30 headteachers and teachers participating.
	「感覺統合知多少」及「如何識別學生特殊學習需要」工作坊 Workshops on "Basics of Sensory Integration" and "Identification of Children with Special Educational Needs"	7/10/2016	工作坊在東華三院邱金元中學舉行，主講嘉賓分別為香港青年協會持續進修中心導師蘇麗珊女士及東華三院何玉清教育心理服務中心教育心理學家梁翠瑩女士，共有235位校長、主任及教職員參與。 The Workshops, were held at TWGHs Yow Kam Yuen College, with Ms. Cambi SO, Instructor, Continuous Learning Centre of the Hong Kong Federation of Youth Groups, and Ms. LEUNG Chui Ying, Tracy, Educational Psychologist, TWGHs Ho Yuk Ching Educational Psychology Service Centre, as keynote speakers. A total of 235 headteachers, senior teachers and staff members attended.
	「行政溝通的藝術與技巧」中層培訓研討會 Seminar for Middle Managers on "Arts and Skills of Executive Communications for Educators"	18/11/2016	研討會於東華三院李賜豪小學舉行，由香港調解仲裁中心主席蘇文傑先生主講。共有55位校長、主任及教師出席。 The Seminar held at TWGHs Li Chi Ho Primary School with Mr. Albert SO, Chairman of Hong Kong Mediation and Arbitration Centre, as guest speaker was attended by 55 headteachers, senior teachers and teachers.
	「『腦』基礎教育及『幼兒創意綜合藝術—音樂』」工作坊 Workshop on "Neuroscience for Foundation Education and Integrated Creative Arts (Music) for Children"	17/3/2017	工作坊在東華三院張明添中學舉行，由腦之家總監周家儀女士及香港教育大學幼兒教育學系助理教授劉永慈博士主講。共有220位校長、主任及老師參與。 The Workshop held at TWGHs Chang Ming Thien College with Ms. Anita CHOW, Director, House of Learning, and Dr. LAU Wing Chi, Assistant Professor of Department of Early Childhood Education, The Education University of Hong Kong, as keynote speakers, was attended by 220 headteachers, senior teachers and teachers.

學校 School	培訓及發展項目 Training and Development Programme	日期 Date	詳情 Details
幼稚園 Kindergarten	「校園衛生」分享會 Sharing Session on "School Hygiene"	22/2/2017	分享會在東華三院馬陳景霞幼稚園舉行，共有20位校長、主任及老師參與。 The Sharing Session held at TWGHs Chan King Har Kindergarten was attended by 20 headteachers, senior teachers and teachers.
特殊學校 Special School	特殊學校聯校專業發展日 – 台灣教育考察團 Joint Special Schools Professional Development Day – Study Tour to Taiwan	3 - 7/1/2017	學務主任、2位校長及14位教師前往台灣作5天教育考察，了解台灣藝術教育的發展情況。 A 5-day study tour to Taiwan was organised to help an Assistant Education Services Secretary, 2 principals and 14 teachers understand the development of art education in Taiwan.

社會服務科員工培訓及發展項目概要 *

Highlights of Staff Training and Development Programmes in Community Services Division

附錄ER4 / Appendix ER4

服務/區域 Service/ District	培訓及發展項目 Training and Development Programme	日期 Date	詳情 Details
安老服務 Elderly Services	認識長者精神健康討論及分享會 Sharing Session of Understanding Mental Disorders in the Elderly Population	14/7/2016	43位專業員工參加分享會，透過精神科專科醫生趙少寧醫生的分享，加強他們對長者精神健康問題的知識。 43 professional staff members attended the Sharing Session delivered by Dr. CHIU Siu Ning, Specialist in Psychiatric, which aimed to strengthen their knowledge of elders' mental health problems.
	專業調解及談判證書課程 Professional Mediation and Negotiation Certificate Course	27/7 - 17/10/2016 (共7節) (7 sessions)	21位專業員工參加此課程，認識調解及談判的知識，以增強他們與服務對象及護理者的溝通技巧及調解能力。 21 professional staff members attended the Course to learn about professional mediation and negotiation in order to enhance their communication and negotiation skills with service users and caregivers.
	「身心靈及健體管理」工作坊 "Body Mind and Spiritual Health Management" Workshop	5/8/2016	17位專業員工出席工作坊，學習減壓運動及健康飲食，增強他們的減壓及健體技巧。 17 professional staff members participated in the Workshop to experience relaxing exercises and learn more about a healthy diet, to enhance their stress management and relaxation techniques.
	台灣馬偕紀念醫院紓緩服務訓練及實習 Attachment Programme on Palliative Care Services of Mackay Hospital in Taiwan	20 - 24/3/2017	4位專業員工參與台灣馬偕紀念醫院實習，在臨床工作中學習為病人及其家屬提供適當的寧養醫護服務。 4 professional staff members joined the Attachment Programme of Mackay Hospital in Taiwan to enhance their professional knowledge and practical skills to provide suitable palliative care services for patients and their family members.
青少年及家庭服務 Youth and Family Services	「認識賭場賭博及賭徒迷思」培訓工作坊 Training Workshop on "Understanding Casino Games and Gamblers' Myths"	26 - 27/8/2016	培訓工作坊在澳門舉行，有賴澳門理工學院—博彩教育暨研究中心及澳門美高梅的支持，讓本院參與的31位員工獲益良多。 The Training Workshop held in Macau, was supported by the Gaming Teaching and Research Centre, Macau Polytechnic Institute and MGM Macau. 31 of participating staff members from the Group benefited from the Workshop.
	「婚姻治療」培訓工作坊 Intensive Clinical Workshop on "Couple Therapies with Effective Means in Engaging both Men and Women"	8/2016 - 3/2017 (共6節) (6 sessions)	工作坊讓27位員工認識不同的婚姻治療理論及技巧，亦透過角色扮演及現場示範幫助參加者了解如何有效地讓接受輔導的男、女雙方投入其中。 The Workshop helped to equip 27 staff members with the theories and techniques of couple therapy. Through role play and live demonstrations, participants learnt how to effectively engage both men and women in couple counselling.
	「表達藝術於個案輔導及小組工作的應用」培訓工作坊 Workshop on "Using Expressive Arts in Counselling and Group Work"	12/2016 - 1/2017	工作坊旨在培訓員工對表達藝術理論及技巧的認識。27位參加者透過演講、小組討論、個案示範及體驗式學習，大大提升應用表達藝術於個案輔導及小組工作時所需的敏感度及技巧。 The Workshop was held to train staff members on the theories and techniques of expressive arts therapy. Through lecture, panel discussion, case studies and experiential learning exercises, 27 participants have greatly enhanced their sensitivity and skills in using art in counselling and group work.

服務/區域 Service/ District	培訓及發展項目 Training and Development Programme	日期 Date	詳情 Details
復康服務 Rehabilitation Services	智障人士老齡化護理及保健技巧課程 A Course on Nursing and Health Care Training for Ageing People with Intellectual Disabilities	13 & 15/8/2016	就智障人士老齡化的現象，為員工提供全面的醫護及保健課程，以便提供優質的照顧服務。 Responding to the ageing issue of people with intellectual disabilities, the Course provided staff members with a comprehensive protocol so they can provide quality care.
	「復康本色」工作坊 Workshop on "Enhancing Rehabilitation Concept"	20/8 & 6, 12 - 14/10/2016	提升不同職級員工對復康工作概念的掌握，增進他們對服務價值的肯定，從而為服務對象提供優質照顧。 Helped staff members of different ranks enhance their understanding of the concept of rehabilitation and encouraged further recognition of service value, in order to provide quality care services to service users.
	「行為的面紗」— 智障人士的情緒健康 Understand the Emotional Health of People with Intellectual Disabilities	25/8/2016	增加員工認識行為與情緒之間的關係，以關注智障人士的情緒健康，了解他們出現情緒問題的成因，學習有效地處理他們的情緒問題。 Enhanced staff members' understanding of the relationship between behaviour and emotion, increased their awareness of the emotional health of people with intellectual disabilities, and helped them identify the causes and ways of effectively addressing the emotional problems of people with intellectual disabilities.
	「無悔表白」— 預前照顧計劃的制訂技巧課程 A Course on Practical Skills on Advance Care Planning	1/9/2016	預前照顧計劃在晚晴照顧中是一項極重要的計劃，該課程有助員工明白它的價值及推行時需要的技巧。 Since advance care planning is essential in end-of-life care, the Course aimed at helping staff members understand its values and practical skills in preparing the end-of-life planning.
	「知悉，禁虐」防止虐待講座 Seminar on "To Know Abuse, No to Abuse"	16, 26/10, 11/11/2016, 16, 18, 20/1 &14/2/2017	講座增加員工對虐待的認識，提高他們對防止虐待發生的意識及方法。 The Seminar equipped staff members with knowledge of the concepts of abuse and enhanced their awareness and prevention of abuse.
復康服務及南區 Rehabilitation Services and Southern District	復康服務部暨南區單位核心成員退修日 Staff Retreat for Core Staff of Rehabilitation Services and Service Centres in Southern District	20/10/2016	退修日促進員工探討專業的價值觀與現時工作環境的關係，並反思個人在面對工作挑戰時，在身心方面的裝備。 The Event stimulated staff members to review the relationship between professional value and the existing working environment, and encouraged self-reflection in the face of work challenges.
公共服務 Traditional Services	東華三院社會服務科及檔案及歷史文化辦公室台灣考察團 Study Tour to Taiwan for TWGHs Ritualistic Services and Records and Heritage Office	13 -16/5/2016	社會服務科及檔案及歷史文化辦公室，包括執行總監、檔案及歷史文化總主任、社服主任（公共服務）及6位行政人員前往台灣4天，考察多間廟宇及古蹟，探討傳統廟宇及古蹟的管理及可持續發展。 The Chief Executive, Head of Records and Heritage Office, Assistant Community Services Secretary (Traditional Services) and 6 executives participated in the 4-day Study Visit to Taiwan, visiting several temples and historical relics, and studying their management and sustainable development.
	「傳統紮作」工作坊 "Traditional Paper Artifacts" Workshop	18/11/2016	員工透過參觀紮作工場及親手製作紮作燈籠，認識傳統廟祀及殯儀紮作。 By visiting the workplace and making paper artifacts themselves, staff members were able to understand paper artifacts in ritualistic and funeral services.
東區及中西區 Eastern/ Central and Western District	專業教練學基礎課程 Basic Course on Understanding Coaching for Caring Professionals	24/5/2016	本課程邀得香港專業培訓學會朱德俊先生講解教練學的理論及實踐技巧，並透過小組討論，提升專業員工的領袖潛能及督導時的發問技巧，共30位員工出席。 Mr. Lawrence CHU of the Hong Kong Society of Professional Training was invited to share in the Workshop to 30 professional staff members, equipping them with the theories and basic practical skills of effective coaching. Their leadership potential and questioning technique during supervision were enhanced through small group discussion.
	「護理紀錄及事故報告」工作坊 "Nursing Documentation and Incident Report" Workshop	25/7/2016	工作坊讓31位護理員工了解如何填寫護理紀錄及事故報告，學習相關的專業知識和技巧。 The Workshop equipped 31 nursing and healthcare workers with professional knowledge and skills in nursing documentation and incident reports.

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東區及中西區 Eastern/ Central and Western District	員工退修日 Staff Retreat Day	27/11/2016	160位不同職級的員工出席「有機·動感·添Team Fun」區域員工退修日，透過一連串體驗活動，讓員工保持身心靈健康及促進團隊合作關係。 160 staff members from different ranks attended the "Organic · Dynamic · Teambuilding Fun" district staff members' retreat day. The Event reminded staff members of maintaining physical, psychological and spiritual well-being, as well as the importance of teamwork through various experiential activities.
	精神健康急救(基礎)課程 Basic Course on Mental Health First Aid	16 - 17/1/2017	香港心理衛生會導師為28位員工安排12小時精神健康急救課程，讓他們了解精神健康急救重點，以提升專業服務質素。 The Mental Health Association of Hong Kong instructor provided a 12-hour Mental Health First Aid Course to 28 staff members, outlining the keys to psychological first aid, thereby enhancing overall professional service quality.
九龍城/ 油尖旺/ 觀塘區 Kowloon City/ Yau Tsim Mong/Kwun Tong District	「創藝同樂展溝通」工作坊 Workshop on "Communicate with MH Clients in Creative and Artistic Ways"	21 & 28/7/2016	30位員工參加課程，學習透過音樂、舞蹈等具創意及藝術的方式，提升與智障人士的溝通技巧。 30 staff members attended the Workshop to enhance their communication skills with mentally retarded clients by means of the creative arts such as music and dance etc.
	綠色樂趣多 Green Fun	25/7/2016	40位員工參加工作坊製作環保酵素，學習如何建立綠色生活習慣及提升環保意識。 40 staff members learned how to develop green living habits and increase environmental awareness through making garbage enzyme in the Workshop.
	「香港常見精神病及對兒童、青少年和家庭的治療」課程 Course on "Understanding Common Mental Illness in Hong Kong and Treatments for Child, Youth and Family"	28/9 & 5/10/2016 (共4節) (4 sessions)	20位員工參加共4節的課程，了解香港常見精神病的成因、病徵及治療方法。 20 staff members attended the Course to learn the causes, symptoms and treatment of common mental illness in Hong Kong.
深水埗/ 黃大仙區 Sham Shui Po/Wong Tai Sin District	區域員工退修日 District Staff Retreat Day	14/11/2016	本區不同服務單位的員工到生命教育館參與生命教育體驗工作坊及團隊建立活動。 Staff members from different service units participated in the life education experiential workshop and team building programme at Ark Life Education House.
沙田區 Sha Tin District	認識「認知障礙症患者行為心理徵狀」的處理技巧及適合初、中期患者的認知訓練 Training on "Behavioral and Psychological Symptoms of Dementia (BPSD)" and Cognitive Intervention Training for People with Mild and Moderate Dementia	24/8/2016	讓31位專業員工認識認知障礙症患者的常見行為、心理徵狀及各類有效處理技巧與訓練活動，以滿足個別長者需要。 The Training equipped 31 professional staff members with the common BPSD of demented elders and the various effective intervention strategies and training activities to meet elders' individual needs.
	「以人為本」的認知障礙症長者照顧體驗活動 Experimental Exercise on Theory and Application of Dementia Care Planning	19/9/2016	透過體驗活動，增進專業員工了解患有認知障礙症長者日常所面對的困難，並以新角度為長者進行評估及介入。 Through experimental exercise, professional staff members enhanced their understanding on the difficulties faced by demented elders in their daily lives and adopted new approaches to assessment and intervention for demented elders.
	優質晚期照顧訓練 Training on End of Life Care	23 & 30/9/2016	透過講座及體驗活動，讓員工深入體會長者於人生末段的身心需要，從而掌握不適癥狀的處理、溝通技巧與態度。 The Talk and Experiential Exercises allowed staff members to deepen their understanding of the physical or psychological needs of the terminally ill, and pain-relief methods, and acquire the proper attitude and communication skills necessary when communicating with elders.
大埔/北區 Tai Po/ North District	「香薰治療」工作坊 I 及 II "Aromatherapy" Workshop I & II	13 & 20/6/2016	32位員工透過理論及小組實習，提升他們在體弱長者身上應用香薰治療及簡易按摩的技巧。 32 staff members attended the Workshop to increase their knowledge of the theories and practice of applying aromatherapy and simple massage to frail elders.

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大埔/北區 Tai Po/ North District	「長者糖尿病護理新資訊」 工作坊 Workshop on "Diabetes Management in Elderly"	29/6/2016	37位護理及保健員工出席由糖尿病科護士譚睿獅姑娘主講的培訓，了解長者糖尿病護理的最新知識。 37 nursing and healthcare workers participated in the Workshop delivered by Ms. Heaven TAM, Registered Nurse (Diabetes Team), to update their knowledge of diabetes management for the elderly.
	藥物安全認知工作坊：精神科、 帕金森症候及認知障礙症藥物 Workshop on Medication Safety Awareness Programme – Psychiatric Illnesses, Parkinson's Disease and Alzheimer's Disease	15/7/2016	50位專業員工參與工作坊，促進對神經系統疾病和有關藥物的認識。 50 professional staff attended the Workshop to enhance their knowledge of neurological disorders and drug knowledge.
	「壓瘡處理新資訊」工作坊 Workshop on "Updated Wound Care Management"	24/8/2016	39位護理及保健員工出席由名卓護士診所提供的培訓，以掌握壓瘡護理的最新技巧。 39 nursing and healthcare workers participated in the Workshop delivered by Nu Pro Nurse Clinic to update their knowledge of the skills required for managing wounds.
	「處理刁難人士之十型人格」工 作坊 Workshop on "Managing Difficult Service Users"	25/8/2016	38位員工學習以「十型人格」分析，提升與「高漲情緒」的服務使用者溝通的能力及自我身心情緒管理的技巧。 38 staff members participated in the "Enneagram Workshop" to learn how to communicate with and effectively manage aggressive and unreasonable service users and self-control of emotion.
	「客戶服務技巧」及「如何有效 處理投訴個案」工作坊 Workshops on "Strategies and Devices in Handling Difficult Services User" and "Skills on Complaint Management"	6/10 & 16/12/2016	63位員工透過兩個工作坊加深了解與人溝通的技巧，並增加他們在處理服務使用者需求時的信心。 63 staff members improved their communication skills and confidence in handling difficult service users through the 2 Workshops.
	「陶瓷製作及應用陶瓷作治療用 途」工作坊 Workshop on "Introduction to Pottery Making and Therapeutic Application of Pottery Making"	15/11 & 9/12/2016	22位跨專業員工參加工作坊，學習陶瓷製作及於活動中應用作治療媒介的技巧。 22 multidisciplinary professional staff members participated in the Workshop to refine their technical skills and consolidate their competence in using pottery as a medium for therapeutic activities.
	「計劃書書寫技巧」工作坊 Workshop on "Skills of Writing Project Proposal"	5/1/ 2017	30位專業員工參加工作坊，以提升他們撰寫計劃書的策略及技巧。 30 professional staff members attended the Workshop aimed at enhancing their writing skills and strategies formulation for project proposals.
荃灣/屯門/ 元朗區 Tsuen Wan / Tuen Mun / Yuen Long District	病人出院紀錄閱讀及醫療紀錄撰 寫技巧課程 Course on Explanation on the Patient Discharge Summary and Skills of Writing Managing Health Care Record	26/7/2016	28位員工參與此課程，認識相關法例和程序，以妥善管理醫療紀錄，保障個人私隱，並提高書寫相關紀錄的準確程度。課程同時有助員工解讀出院護理撮要的內容，以便適時跟進醫生的治療過程及護理指引。 28 staff members learned about relevant ordinances and procedures, to better manage healthcare records, protect personal data, and enhance record accuracy. In addition, the Training strengthened their understanding of patient discharge summaries so that they can follow-up with medical treatment and provide nursing care as suggested.
	「聲線護理」工作坊 Workshop on "Voice Expression and Protection"	6/9/2016	30位員工參加工作坊，聽取言語治療師講解發聲的技巧及護聲的方法，並學會適當地運用聲線。 30 participants learned from a speech therapist the skills of voice expression and protection, as well as proper use of voice.
	「督導技巧」工作坊 Workshop on "Supervision Skills"	13/9/2016	21位中層督導員工參與工作坊，加強他們在帶領下屬發展及改進時的知識和技巧。 21 middle-management supervisors strengthened their supervisory skills and knowledge required for subordinates' development and improvement through the Workshop.

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荃灣/屯門/ 元朗區 Tsuen Wan / Tuen Mun / Yuen Long District	「生命的再發酵」工作坊 Workshop on "Team Work Building"	2/12/2016	工作坊共30位員工出席，通過製作手工麵包、素食餐膳、插花等活動，讓員工學習環保的知識及團體合作精神。 30 staff members attended the Workshop to learn about environmental protection and team spirit through participating in activities making hand-made breads, enjoying vegetarian meal and flower decoration.
	「預防及處理激烈行為」工作坊 Workshop on "Prevention and Handling of Violent Behaviour"	17/12/2016	工作坊加強30位員工對預防及處理學員激烈行為的知識和技巧，以預防事故及工傷的發生。 The Workshop strengthened 30 staff members' knowledge and skills in reducing and handling services recipients' violent behaviours, to prevent accidents and work injuries.
	「啟發簡約生活」工作坊 Workshop on "Inspiration for Simple and Green Life"	10/2/2017	50位員工參與是次工作坊，認識簡約和綠色的生活。 50 staff members attended the Workshop to promote a simple and green life.
	「導管護理技巧訓練」工作坊 Workshop on "Technical Training on Caring Clients with Insertion of Nasal Gastric Tube and Foley Catheter"	15/2/2017	工作坊加強30位護理員工的導管使用知識和技巧，以提高護理水平。 The Workshop enhanced the knowledge and skills on the use of nasal gastric tubes and foley catheters of 30 nursing and caring workers, to increase service standards.
	「社會服務中的市場推廣及策略 規劃」工作坊 Workshop on "Marketing and Strategic Planning in Social Services Setting"	3/2017	工作坊讓20位管理人員學習市場推廣和策略規劃，建立營銷的意識，以便更有效地宣傳服務。 The Workshop enhanced the marketing and strategic planning skills of 20 management staff, enriching their marketing sense for effective service promotion.
服務表現監察 制度工作小組 Working Group on Service Performance Monitoring System	「認識服務質素標準」工作坊 Workshop on "Service Quality Standards (SQSs) for New Recruits"	4/6/2016	接近110位新入職員工出席是次工作坊，深入認識服務質素標準的要求。 Some 110 newly recruited staff members attended the Workshop and acquired more information on the SQSs requirements.
	「社會福利署評估探訪」分享會 Sharing Session on "Review Visit by Social Welfare Department"	27/2/2017	分享會由於2016/2017年度內曾接受社會福利署評估探訪、實地評估及突擊探訪的單位主任主講，與其他服務單位員工分享評估經驗。 The supervisors who underwent the review visit, on-site assessment and surprise visit conducted by the Social Welfare Department in 2016/2017 shared their experiences with staff members of other service centres.
職業安全及健 康委員會 Committee on Occupational Safety and Health	「安健院舍確認計劃成功」經驗 分享會 Successful Experiences Sharing Session on the "Hong Kong Safe and Healthy Residential Care Home Accreditation Scheme"	17/6/2016	兩間已獲安健院舍認證的院舍的主任與43位員工分享計劃成功獲取認證的經驗。 Supervisors of 2 accredited residential homes shared their experiences in achieving of Safe and Health Residential Home with 43 staff members.
	「中醫職安健有辦法」工作坊 "Chinese Medicine for Occupational Safety and Health" Workshop	9/12/2016	50位員工出席工作坊，學習如何透過中醫養生預防工傷，並一起學習穴位按摩。 50 staff members participated in Workshop and learned how Chinese medicine could improve health and prevent work injury. They also learned and practiced acupressure massage together.
	「職安健（顯示屏幕設備） 規例」證書課程 Certificate Course on the "OSH (Display Screen Equipment) Regulation"	19/1/2017	40位員工出席課程，認識有關顯示屏幕設備的職安健規例及評估有關風險的技巧。 40 staff members participated in the Course and learned about OSH regulations on the use of display screen equipment and risk management skills.
	「體力處理操作」工作坊— 前線員工 "Manual Handling Operation" Whorkshop for Frontline Staff	10/3/2017	40位員工參加是次工作坊，學習正確的搬抬和扶抱知識和技巧。 40 staff members participated in the Workshop and learned the manual lifting and handling skills.