

- 為30名行政總部行政人員、校長及服務單位主管舉辦「正向領導力」網上培訓工作坊，培養正面的工作環境及提升團隊的工作表現。
An online training workshop on “Uplifting Performance by Positive Leadership” was organised for 30 executives of the Administration Headquarters, school heads and service centre/unit supervisors to nurture a positive working environment and uplift team performance.
- 為30名行政總部行政人員、校長及服務單位主管舉辦「有效的情緒管理與身心語言程式學」網上培訓工作坊，透過學習改善員工情緒管理的技巧，打造卓越的工作團隊。
An online training workshop on “Effective EQ Management with NLP” was organised for 30 executives of the Administration Headquarters, school heads and service centre/unit supervisors to create a high performance team through the acquisition of techniques to enhance EQ management of staff members.
- 為30名行政總部行政人員、校長及服務單位主管舉辦「成為出色的領航教練」網上培訓工作坊，學習透過應用不同的領導風格及溝通技巧，提升團隊的工作效率。
An online training workshop on “Becoming an Effective Coach” was organised for 30 executives of the Administration Headquarters, school heads and service centre/unit supervisors to uplift team productivity, by learning different leadership styles and communication skills.
- 為27名文職人員、秘書及前線員工舉辦「時間管理」網上培訓工作坊，向員工講解如何掌握有效管理時間及工作規劃的竅門，以便提升工作表現。
An online training workshop on “Time Management” was organised for 27 clerical, secretarial and frontline staff members to enhance their work performance, by teaching them the know-how in effective time management and work planning.
- 為60名員工舉辦兩場「處理棘手人際關係的技巧」網上培訓工作坊，以提升他們在處理人際關係衝突上的溝通技巧。
2 online training workshops on “Dealing with Difficult People” were organised for 60 staff members to enhance their communication techniques in handling conflicts of interpersonal relationships.
- 為30名員工舉辦「溝通技巧—『說故事』的藝術」網上培訓工作坊，透過了解聆聽者的需要及掌握「說故事」的方式，提升員工的溝通技巧。
An online training workshop on “Effective Communication: The Art of Storytelling” was organised for 30 staff members to enhance their communication skills, by understanding the needs of listeners and the techniques in storytelling.
- 為18名員工舉辦「百載築蹟——東華三院文物館與文物保育」展覽導賞，以加深員工對本院在管理、維護及保育本地歷史文化及其保育建築遺產工作的成果，以及認識本院與香港社會同步成長的歷史印記。
- A guided tour to the “Heritage Over a Century: Tung Wah Museum and Heritage Conservation” Exhibition was organised for 18 staff members to enhance their understanding of the achievements of TWGHs on the management, preservation, and conservation of local history and culture, the conservation work for built heritage, and how TWGHs has grown in tandem with Hong Kong.
- 為26名員工舉辦「善道同行——東華三院籌募文化與社會發展」展覽導賞，以加深員工對東華三院籌募文化發展的認識及強化員工對機構的歸屬感。
A guided tour to the “Hand-in-Hand Benevolence - Tung Wah's Fundraising Culture and Social Development” Exhibition was organised for 26 staff members to enhance their understanding of the development of the fund-raising culture of the Group, and strengthen their sense of belonging to the Group.
- 為20名人力資源科員工舉辦「司儀」工作坊，以提升他們的主持技巧及表達能力。
A workshop on “Master of Ceremonies” was organised for 20 staff members of the Human Resources Division to uplift their hosting techniques and presentation skills.
- 為20名人力資源科員工舉辦「全方位活動策劃」工作坊，以加強籌辦活動時的危機處理及統籌技巧。
A workshop on “Comprehensive Event Planning” was organised for 20 staff members of the Human Resources Division to strengthen their crisis management and coordination skills in event organisation.
- 舉辦合共4場的「技藝承傳」迷你傳統花牌工作坊及「陶冶心靈」藍彩陶瓷花瓶工作坊，協助員工達致生活與工作平衡。
A total of 4 workshops on “Mini Traditional Flower Plaques Making” and “Chinese Porcelain Vase Painting” were organised for staff members to achieve work-life balance.
- 為40名員工舉辦關於本院資訊保安及「物聯網」知識網上講座，以提高員工的資訊保安意識及加深他們對「物聯網」應用的認識。
An online talk related to the Group's IT security and the knowledge of “Internet of Things” was organised for 40 staff members to strengthen their awareness of IT security and enhance their understanding of the application of the “Internet of Things”.
- 全年共舉辦11個電腦軟件應用課程，參加員工約有150人。
A total of 11 training courses on the application of computer software were organised during the year and attended by about 150 staff members.
- 為配合2019冠狀病毒病的防疫措施，迎新活動改為於內聯網上載相關教材，讓員工在網上自學。
In line with the preventive measures of COVID-19, the course materials of our induction programme were uploaded to iPortal for staff members self-learning online.

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 TWGHs Board of Directors)

項目 Items	詳情 Details	撥款 Allocation
2020/2021年度醫務科員工訓練基金 2020/2021 Medical Division Staff Training Fund	該基金資助屬下5間醫院約348名員工修讀本港及海外的訓練及深造課程。 Around 348 staff members of 5 TWGHs hospitals were sponsored to attend local and overseas training programmes.	\$1,850,000
海外教授交流計劃 Visiting Professorship Programmes	該計劃邀請兩位海外教授來香港進行臨床教學，以及分享最新的醫療技術及經驗。 2 overseas professors were invited to Hong Kong to conduct lectures, give advice on modern medical technology and share their clinical experiences.	
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9個研究項目。 Western medicine doctors of 5 TWGHs hospitals were sponsored to conduct 9 research projects.	\$400,000
合計 Total		\$2,250,000

學校 Schools	培訓及發展項目 Training and Development Programmes	日期 Dates	詳情 Details
聯校 Joint Schools	東華三院中學及特殊學校校長靜修日 TWGHs Retreat Day for Principals of Secondary and Special Schools	7/8/2020	靜修日以視像會議形式進行，由駿才策略顧問(香港)有限公司首席培訓顧問鄺俊偉博士分享人才管理經驗，以協助屬校在人才發展方面制定長、短期策略，共有20名中學及特殊學校校長出席。 The Retreat Day was conducted in the form of online conferencing, with Dr. Michael KWONG, Chief Training Consultant of Legend Strategic Consultancy (Hong Kong) Limited, as speaker to share his experience in human resources management, for the purpose of helping schools to formulate long-term and short-term strategies concerned. A total of 20 principals of secondary and special schools attended.
	東華三院德育與人文學科教師分享會 Sharing Session for TWGHs Moral Education and Humanities Subjects Teachers	16/12/2020	分享會以線上、線下模式進行，邀得本地史研究者高添強先生擔任講師，分享日佔時期的東華三院與當時的香港社會情況，讓參加者更深入了解香港及東華三院歷史的全貌。此外，屬校德育與人文學科課程促進小組亦介紹國安教育參考資源套，供老師參考，讓他們更有效地規劃課程內容，以提升學生的公民責任及守法意識，培育學生正面的價值觀。約有300名校長及老師出席。 The Sharing Session was organised in the form of online video conference and face-to-face meeting, with Mr. KO Tim Keung, local history researcher, as speaker. Mr. KO briefed the audience on the circumstances of TWGHs and Hong Kong society during the period of Japanese Occupation, enabling the participants to get a full picture of the history of Hong Kong and TWGHs. Meanwhile, the working group of Moral and Humanities Curriculum Development of the Group also introduced the National Security Education information kit for teachers' reference, for them to plan their curriculum effectively. The ultimate goals of this sharing session were to enhance the civic responsibility and law-abiding awareness of students, and cultivate positive values among them. Around 300 principals and teachers attended.
	東華三院聯校專業發展日 TWGHs Joint Schools Professional Development Day	15/3/2021	專業發展日邀得香港教育大學榮休教授鄭燕祥教授以「教育新常態：未來的挑戰」為題主講，協助教師如何以積極正向心態面對各種挑戰，並邀請了5組來自東華三院馮黃鳳亭中學、東華三院黃鳳翎中學、東華三院馬錦燦紀念小學、東華三院馬陳景霞幼稚園及東華三院群芳啟智學校的教學團隊，透過實體及線上直播分享他們的經驗。 Prof. CHENG Yin Cheong, Emeritus Professor, the Education University of Hong Kong, was invited as speaker for the Development Day, assisting teachers in facing challenges with a positive mindset with a talk titled "New Education Normal: Future Challenges". 5 of TWGHs teaching teams from TWGHs Mrs. Fung Wong Fung Ting College, TWGHs Wong Fung Ling College, TWGHs Ma Kam Chan Memorial Primary School, TWGHs Chan King Har Kindergarten and TWGHs Kwan Fong Kai Chi School had been invited to share their experience through physical and online livestreaming.
中學 Secondary School	東華三院中學教師專業發展之路分享會 Professional Development Sharing Session for TWGHs Secondary School Teachers	3/11/2020	分享會在東華三院呂潤財紀念中學舉行，邀得東華三院教育科主管吳奇堯先生和與會者分享裝備自己的經驗和策略，以應付學校環境的變化，並且建立穩步向前的思想，約有150名老師出席。 The Sharing Session was held at TWGHs Lui Yun Choy Memorial College, with Mr. WU Kee Huen, Kenneth, Head of Education Division, as speaker. Mr. Wu shared his experience and strategies with participating teachers about how to equip themselves to overcome the changing environment of schools and develop a mindset for steady improvement. A total of about 150 teachers attended.
	東華三院清華大學中文及中史科老師中華文化研修課程 TWGHs Tsinghua University Chinese Culture Course for Chinese Language and Chinese History Teachers	7 & 14/11/2020	研修課程以網課進行，讓老師深入了解中華文化精粹，共有17名老師出席。 The Course was conducted in an online format, enhancing teachers' understanding of the essence of the Chinese culture. A total of 17 teachers attended.
小學 Primary School	東華三院小學副校長及中層領導人員行政基礎認知課程 School Administration Foundation Course for Deputy Headteachers and Middle Managers of TWGHs Primary Schools	18/5/2020	為提升教師的個人職能，協助學校提升整體效能，向學生提供優質的教育服務，教育科在2020/2021學年獲董事局撥款，為屬下小學副校長及中層領導人員推行一連串的行政基礎認知課程。課程涵蓋不同範疇，包括人力資源管理、財務及採購管理、行政管理、學校管理、課程發展及評估、質素保證、學校危機處理、溝通技巧等。 With the funding of the Board of Directors in the academic year 2020/2021, a series of school administration foundation courses for deputy headteachers and middle managers was organised by the Education Division to enhance teachers' efficacy and school management competency for providing students with quality education services. The Courses covered a wide range of disciplines, including human resources management, finance and supplies management, administrative management, school management, curriculum development and assessment, quality assurance, school crisis management, communication skills, and more.
		10/3/2021	

學校 Schools	培訓及發展項目 Training and Development Programmes	日期 Dates	詳情 Details
小學 Primary School	東華三院小學校長靜修日 Retreat Day for Headteachers of TWGHs Primary Schools	21/9/2020	為加深校長對人力資源編排的了解，並且探討學校管理上結構性斷層的問題，本院為屬下14間小學安排小學校長靜修日，邀得駿才策略顧問(香港)有限公司首席培訓顧問鄺俊偉博士協助及帶領校長探討及發掘培訓人才的策略。當中先以小組形式討論，再由鄺博士分析各策略的可行性。校長亦於討論後遞交行動計劃書，以推動學校管理的發展。 In order to enhance headteachers' understanding of human resources scheduling, and explore the problem of structural faults in school management, a retreat day was organised for 14 school headteachers of TWGHs primary schools, with Dr. Michael KWONG, Chief Training Consultant of Legend Strategic Consultancy (Hong Kong) Limited, as speaker. Dr. Kwong helped and guided the headteachers to discuss and explore strategies for discovering and training talents. The discussions were conducted in small groups, followed by Dr. Kwong's consolidation and analyses of the feasibility of each strategy. The headteachers then submitted their action plans after discussion, thus promoting the development of school management.
	東華三院小學教師專業發展之路分享會 Professional Development Sharing Session for TWGHs Primary School Teachers	2/11/2020	為協助教師加深了解團隊工作的角色及生涯規劃，本院小學專業發展組舉辦小學教師專業發展之路分享會，邀得東華三院教育科主管吳奇熾先生分享教師職業生涯的成功要素。 The Sharing Session was organised by TWGHs Primary School Professional Development Team to enhance teachers' understanding of their roles in team work and career planning. Mr. WU Kee Huen, Kenneth, Head of Education Division, was invited as speaker to share the key factors of success in teaching career.
幼稚園 Kindergarten	中層領導人員培訓工作坊－領導技巧 Workshop for Middle Managers on Leadership Skills	4/6/2020	工作坊以網上會議的形式進行，邀得駿才策略顧問(香港)有限公司首席培訓顧問鄺俊偉博士主講，共有40名校長、副校長及主任出席。 The Workshop was held in the form of online conferencing, with Dr. Michael KWONG, Chief Training Consultant of Legend Strategic Consultancy (Hong Kong) Limited, as speaker. A total of 40 principals, vice-principals and senior teachers attended.
	專業交流分享會 Sharing Session for Professional Development	5/6/2020	分享會以網上會議的形式進行，由數位校長、主任及老師分享得獎課程的概要及前往日本參觀時當地幼稚園的情況，共有273名教學人員出席。 The Sharing Session was held in the form of online conferencing, with sharings made by principals, senior teachers and teachers on awarded curriculum, and some updates about kindergartens in Japan during their visit. A total of 273 teaching staff attended.
	中層領導人員培訓工作坊－溝通技巧 Workshop for Middle Managers on Communication Skills	26/8/2020	工作坊以網上會議的形式進行，邀得駿才策略顧問(香港)有限公司首席培訓師余惠芳小姐主講，共有29名主任出席。 The Workshop was held in the form of online conferencing, with Miss Cindy YU, Chief Trainer of Legend Strategic Consultancy (Hong Kong) Limited, as speaker. A total of 29 senior teachers attended.
	幼稚園聯校教師專業發展日－建立良好校園文化工作坊 Joint Kindergartens Staff Professional Development Day - Workshop on Building a Good School Culture	9/10/2020	工作坊以網上會議的形式進行，邀得駿才策略顧問(香港)有限公司NLP培訓師戴偉齡先生及五常法導師陳文王博士主講，共有360名教職員出席。 The Workshop was held in the form of online conferencing, with Mr. Marcus TAI, NLP Trainer, and Dr. Mark CHAN, 5-S Instructor, Legend Strategic Consultancy (Hong Kong) Limited, as speakers. A total of 360 teaching staff attended.
	幼稚園聯校教師專業發展日－NLP如何建立良好團隊溝通工作坊 Joint Kindergartens Staff Professional Development Day - Workshop on NLP in Building a Good Team Communication	20/1/2021	工作坊以網上會議的形式進行，邀得張慧慈整合思維培訓中心培訓總監何偉光先生主講，共有46位校長、副校長及主任參加。 The Workshop was held in the form of online conferencing, with Mr. Chris HO, Training Director, CWT Integral Mind Training Centre, as speaker. A total of 46 principals, vice-principals and senior teachers attended.
	幼稚園聯校教師專業發展日－認識音樂與藝術治療及設計平面藝術作品工作坊 Joint Kindergartens Staff Professional Development Day - Workshop on Understanding Music and Arts Therapy and Artwork Design	19/2/2021	工作坊以網上會議的形式進行，邀得東華三院何玉清教育心理服務中心表達藝術治療師邱靖娟姑娘、馮銳琳姑娘，以及ArtStorm Education藝術家主講。共有260位校長、副校長、主任及教師參加。 The Workshop was held in the form of online conferencing, with Ms. Esther YAU and Ms. Julie FUNG, expressive arts therapists, TWGHs HO Yuk Ching Education Psychology Service Centre, and artists from ArtStorm Education, as speakers. A total of 260 principals, vice-principals, senior teachers and teachers attended.
特殊學校 Special School	東華三院特殊學校聯校「處理智障人士具挑戰性行為」工作坊 TWGHs Joint Special Schools Workshop on "Managing Challenging Behaviours in People with Intellectual Disabilities"	27/10/2020	工作坊以網上會議的形式進行，邀得明愛專上學院湯羅鳳賢社會科學院研究教授葉錦成教授主講，共有134名校長、教師、以及學校及宿舍專責人員出席。 The Workshop was held in the form of online conferencing, with Prof. YIP Kam Shing, Research Professor, Felizberta Lo Padilla Tong School of Social Sciences, Caritas Institute of Higher Education, as speaker. A total of 134 principals, teachers as well as specialist staff from schools and boarding sections attended.



社會服務科員工培訓及發展項目概要

Highlights of Staff Training and Development Programmes of the Community Services Division

附錄 ER4 / Appendix ER4

服務/區域 Services/Districts	培訓及發展項目 Training and Development Programmes	日期 Dates	詳情 Details
安老服務 Elderly Services	制定遺囑及晚期照顧工作坊 Workshop on Making a Will and End-of-life Care	29/10/2020	30名專業員工參與工作坊，學習遺囑、持久授權書及預設醫療指示的相關法律知識，加強他們晚期照顧的知識和技巧。 30 professional staff attended the Workshop to learn the legal knowledge of wills, enduring powers of attorney, and advance directives, and to strengthen their knowledge and techniques in end-of-life care.
	了解和評估長者自殺風險工作坊 Workshop on Understanding and Assessing Suicidal Risks in Elderly Population	4/11/2020	19名前線員工學習如何辨識長者自殺風險，提升對潛在自殺個案的評估及應對技巧。 19 frontline staff attended the Workshop to learn how to recognise suicidal risks among the elderly, enhancing their techniques in assessing and handling potential cases of suicide.
	自殺風險評估及個案介入手法工作坊 Workshop on Suicidal Risk Assessment and Case Intervention	17/11/2020	15名專業員工參與工作坊，透過個案分享和討論，加深他們對處理自殺個案的信心和技巧。 15 professional staff attended the Workshop to strengthen their confidence and techniques in handling suicidal cases through case sharing and discussion.
	身體練習—身心靈導向應用工作坊 Physical Practice – A Holistic Wellness Workshop for Helping Professionals Working with Elderly	23/11/2020	30名專業及前線員工參與工作坊，以提升他們對自身及長者的身體機能及身心靈需要的覺察，以應用於服務上。 30 professional and frontline staff attended the Workshop, which aims to increase the understanding of one's and the elderly's bodily functions as well as physical and psychological needs for application in elderly programmes.
青少年及家庭服務 Youth and Family Services	「八周靜觀自我關懷」課程 "8-week Mindful Self-Compassion" Programme	15/5 - 10/7/2020	15名成癮輔導服務的社工參與課程，以培養他們對服務使用者身心狀況的觀察力，提升他們協助戒癮人士成功脫癮的技巧。 15 social workers from addiction counselling services attended the Course to nurture their awareness of service users' physical and mental conditions, so as to enhance their skills in helping addicts to quit addiction.
	運用表達藝術治癒情感工作坊 Workshop on Emotional Healing with Expressive Arts Therapy	16/9/2020	13名前線員工參與工作坊，認識如何運用表達藝術治癒情感，以提升處理個案技巧及信心。 13 frontline staff attended the Workshop to learn the use of expressive arts skills in emotional healing, so as to enhance their techniques and confidence in case interventions.
	「動機式訪談法」初階課程 Elementary Training on "Motivational Interviewing"	7 & 14/10/2020	27名前線員工包括社工、輔導員、護士及臨床心理學家參與課程，加強「動機式訪談法」的知識及技巧，進而提升服務使用者的改變動機。 27 frontline staff including social workers, counsellors, nurses, and clinical psychologists attended the Training to further equip themselves with the knowledge and techniques in "Motivational Interviewing", and enhance their competence in motivating service users to change.
	沙維雅個案治療模式個案督導： 成癮個案的應用 Satir Clinical Supervision Training	14/10 - 4/11/2020	30名前線員工參與課程，認識運用沙維雅治療模式處理成癮個案技巧，以提升他們對處理成癮個案的技巧及信心。 30 frontline staff attended the Training to learn how to use the Satir Model in dealing with addiction cases, so as to enhance their techniques and confidence in handling addiction cases.
	成癮輔導工具卡—「尋癮啟示卡」 運用工作坊 Workshop on Addiction Card Training	7/11/2020	38名前線員工參與課堂，認識如何運用成癮輔導工具卡於不同成癮個案，按部就班為個案制定輔導方向及目標。 38 frontline staff attended the Training to learn how to use designed addiction cards in dealing with addiction cases, so as to ascertain the directions and goals of counselling in a systematic approach.



服務/區域 Services/Districts	培訓及發展項目 Training and Development Programmes	日期 Dates	詳情 Details
復康服務 Rehabilitation Services	成為專業復康服務照顧者 To be a Professional Rehabilitation Carer	16 & 18/4, 4 & 13/5, 8/6 & 21/10/2020	93名新入職員工參與課程，認識復康工作獨特之處，明白箇中意義、所需知識和技巧，以及應抱持的態度。 93 new recruits attended the Training to understand the unique features of rehabilitation service, and realise its significance, the knowledge and skills as well as proper attitudes required.
	抗疫支援工作技巧 Workshop on Anti-epidemic Work	31/7 & 9 - 11/9/2020	130名員工參與培訓，學習防疫知識及如何參與支援工作。 130 staff members attended the Training to learn the knowledge of infection control and how to support anti-epidemic work.
	照顧智障長者 Care for Aged People with Intellectual Disabilities	26/8, 13/9, 9/11 & 14/12/2020	64名員工各參與培訓，學習如何為智障長者提供整全、優質的照顧。 64 staff members attended the Training to learn how to provide holistic and quality care for aged people with intellectual disabilities.
	「子非魚」個案工作入門 Fundamental Course on Casework	15/10/2020	20名復康幹事及活動幹事各參與課程，認識個案工作的目標及其施行方法，並學習如何理解服務對象的需要。 20 rehabilitation workers and programme workers attended the Training to understand the goals of casework and its methods as well as the ways to understand client needs.
	心臟去顫器訓練 Practice Skills in Using Automated External Defibrillator	1-18/3/2021	288名員工參與培訓，學習如何使用心臟除顫器。 288 staff members attended the Training to learn the practical skills in using an Automated External Defibrillator.
服務發展 Service Development	創新科技產品示範及工作坊 Workshop on Welfare and Innovative Technology and Applications	4/2020 - 3/2021	250名員工參與工作坊，認識最新的科技產品，以提升服務效率、改善服務使用者的生活質素，以及減輕前線護理人員及照顧者的壓力，亦因應疫情舉辦防疫經驗分享會以及認識最新防疫產品。 250 staff members attended the Workshops to learn the latest innovative technology and applications for enhancing the efficiency of service, as well as the quality of life of service users, and reducing the pressure of frontline staff and carers. Due to the outbreak of COVID-19, a sharing session on best practice and latest products for infection control was also organised.
	服務發展部主管退修日 Retreat Day for Supervisors of Service Development Section	4/9/2020	8名主管級員工透過不同的小組會議及訓練活動，訂立未來新服務發展策略和方向。 Through different meetings and training activities, 8 supervisory staff were encouraged to set directions and strategies for community services development in the coming years.
東區及中西區 Eastern / Central and Western District	「疫情下的反思」工作坊 Workshop on "Reflections under COVID-19"	29/9/2020	215名員工參與工作坊，內容包括壓力舒緩講座、「抗逆打氣短片」播放、咖啡沖調嘗試、珍貴時刻留影等，以提升員工的凝聚力、士氣及信心。 215 staff members attended the Workshop to enhance their cohesion, morale and confidence, through a talk on stress release, "Cheer-up videos" playback, coffee brewing trial, capturing the precious moments in a photo booth, and more.
	「心靈樂章」音樂治療計劃－「伴你音樂」二級及三級導師證書課程 "Symphony of Soul" – Bunne Music Methodology Certificate Course: Conductor Training (Level 2 & Level 3)	29/10, 12/11 & 19/11/2020	19名員工參與課程，學習帶領音樂小組的技巧、Bunne樂器的應用理論及使用方法，並且認識Bunne樂器的獨特設計，以顏色及方向引導長者及殘疾人士輕鬆奏出樂曲。 19 staff members attended the Course to learn the techniques in leading a music group, and the applied theories of Bunne musical instruments, their usage and unique design, so as to guide the elderly and people with disabilities to perform music with ease through colours and directions.
	認知障礙症－「以人為本」的照顧模式 Dementia Best Practice Training for Professional Staff	11 & 25/11/2020	15名專業員工參與工作坊，認識「以人為本」的理念和照顧模式，並透過真實案例討論如何應用「以人為本」的照顧模式。 15 professional staff attended the Workshop to learn the rationale and care modalities of the "people-oriented" approach, and discussed the application of "people-oriented" care approach through case studies.
	司儀演講技巧工作坊 Workshop on Emcee Speech	28/1/2021	由前新聞主播梁凱寧女士主講，分享心得，讓員工認識司儀演講技巧，加強他們對擔任司儀的信心及經驗。 Ms. Maggie LEUNG, a former news anchor, was invited to be the speaker and share her insights with our staff members for them to learn the techniques in being a master of ceremonies, and to enhance their confidence and experience in serving as an MC.
	員工督導及誘導技巧培訓： 華麗變「新」－有效領導團隊變革 Staff Supervision and Coaching Skills Training: "Leadershift" – Lead the Team through Change	10/2/2021	管理及督導級員工透過工作坊認識不同團隊在面對變革時的特點及其管理模式，以提升他們在變革下的抗逆力及督導技巧。 Managerial and supervisory staff attended the Workshop to understand the characteristics and management models of different teams facing transformations, so as to enhance their resilience and supervisory techniques amid transformations.



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九龍城/油尖旺/ 觀塘區 Kowloon City / Yau Tsim Mong / Kwun Tung District	中西結合治療新方向 New Trend of Integrated Chinese and Western Medicine	9/9/2020	30名護理專業員工參與訓練，了解中西醫結合治療新冠病毒病人的新趨勢。 30 professional nursing staff attended the Training to understand the new trend of integrated Chinese and Western Medicine for the treatment of COVID-19 patients.
	早期辨測認知障礙症工作坊 Workshop on Early Detection for Elders with Dementia	29/9/2020	25名來自長者中心的社工及活動幹事參與工作坊，以提升他們辨識及處理初期認知障礙症長者的知識和技巧。 25 social workers and programme workers from elderly centres attended the Workshop to enhance their knowledge and techniques in identifying and handling the elderly suffering from early dementia.
	處理刁難人士之十型人格工作坊 Workshop on Managing Difficult Personalities	16/12/2020	30名員工參與工作坊，學習應對刁難人士的知識和技巧。 30 staff members attended the Workshop to learn the knowledge and techniques in handling difficult people.
深水埗/黃大仙區 Sham Shui Po / Wong Tai Sin District	「晚晴照顧」工作坊 Workshop on "End of Life Care"	22/10/2020	25名前線員工參與工作坊，加深對「晚晴照顧」的了解，認識晚期患者的需要，如何為他們提供全面照顧，如減輕病徵、舒緩痛楚等，從而改善他們的生活質素。 25 frontline staff attended the Workshop to raise their understanding of "End of Life Care", the needs of patients with a terminal illness and ways to provide them with holistic care, such as symptom control and pain relief, so as to improve the quality of life for these patients.
	精神健康急救證書課程 Mental Health First Aid Certification Course	28/10 & 4/11/2020	22名員工參與課程，藉此提升他們對精神疾病徵狀的認識及相關的處理技巧。 22 staff members attended the Course to enhance their understanding of the symptoms of mental illnesses and related handling techniques.
荃灣/屯門/元朗區 Tsuen Wan / Tuen Mun / Yuen Long District	防貪講座 Talk on Anti-corruption	25/5/2020	33名員工參與講座，廉政公署代表透過教學及個案分享，讓員工認識貪污的概念。 33 staff members attended the Talk to acquire the concept of corruption through teaching and case sharing by representatives from the Independent Commission Against Corruption.
	冰壺一級導師訓練課程 1st Level Certification Course on Curling	30/10/2020	12名來自不同服務單位的員工參與課程，取得證書後，即可在所屬服務單位內舉辦冰壺活動，讓服務使用者參與。 12 staff members from various service units attended the Course, as they would be qualified to organise curling activities for service users in their own service units after receiving the certification.
沙田區 Shatin District	「顧客服務及接待技巧」訓練 Training on "Reception Manner"	12/8/2020	50名員工參與訓練，透過視像訓練，掌握正確、有禮的接待態度，建立親切的待客環境及提升機構形象。 50 staff members attended the Training through online conferencing to learn the proper and polite manner of reception, so as to create an amicable ambience and enhance the corporate image.
	舒緩治療之技巧與應用 Application and Skills of Palliative Care	25/9/2020	25名員工參與訓練，學習舒緩治療之實用技巧，以照顧體弱長者。 25 staff members attended the Training to learn the practical techniques in palliative treatment to take care of the frail elderly.
	「與自閉症人士溝通技巧」工作坊 Workshop on "Communication Skills with Service Users with Autism Spectrum Disorders"	8/10/2020	15名員工參與工作坊，認識與自閉症服務使用者有效的溝通方法，從而增強員工日常工作的信心和效能。 15 staff members attended the Workshop to learn effective skills in communicating with service users suffering from autism spectrum disorders, so as to enhance their confidence and capabilities in daily operation.
	「死」都要學 Learning "Death"	8/10/2020	33名員工參與工作坊，聆聽講者分享人們面對死亡時的各種態度及恐懼，以及正面介入技巧。 33 staff members attended the Workshop, where the speaker shared different attitudes and fears of people facing death, as well as techniques in positive intervention.
	「如何處理服務使用者及其家屬投訴」工作坊 Workshop on "Effective Complaint Management"	27/11/2020	35名專業及前線員工參與工作坊，以提升與服務使用者及其家屬的溝通技巧，學習更妥善處理投訴。 35 professional and frontline staff attended the Workshop to enhance their communication skills with service users and their family members in handling complaints effectively.
	「平安三寶法律事項」 工作坊 Workshop on the "Three Legal Pieces for the Peace of the Elderly"	19/1/2021	30名專業員工參與工作坊，學習遺囑、持久授權書及預設醫療指示的法律知識，以提升職員個案管理的信心。 30 professional staff attended the Workshop to learn the legal knowledge of wills, enduring power of attorney and advance directive, so as to enhance their confidence in case management.
	「處理焦慮及創傷後遺症」工作坊 Workshop on "Anxiety and Post-traumatic Stress Disorder"	2/2/2021	30名前線員工參與工作坊，了解焦慮及創傷後遺症辨識及介入的方法，加強處理精神健康問題的技巧及信心。 30 frontline staff attended the Workshop to learn about assessment and intervention for Anxiety and PTSD, so as to enhance their techniques and confidence in handling mental health issues.



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大埔/北區 Tai Po / North District	輔導長者家人技巧工作坊 Workshop on Counselling for the Family Carers of Home Residents	1/12/2020	工作坊的對象為專業員工，內容包括與家人的溝通技巧、輔導理論及技巧，以及個案討論。 With professional staff as the target audience, the Workshop covered such topics as communication skills with family members, theories and techniques in counselling and case discussion.
	認知障礙症評估及運用評估結果設計活動工作坊 Workshop on Assessment of Dementia and Intervention based on Assessment Results	8/12/2020	工作坊的對象為專業員工，內容包括認知障礙症評估方法、各項評估方法的優劣及運用評估結果設計活動的技巧。 With professional staff as the target audience, the Workshop covered such topics as the assessment methods of dementia, the pros and cons of different methods, and the techniques in planning activities based on assessment results.
	全方位中層領導力及不同世代管理工作坊 Workshop on Talent Development Training for New Age Middle Management Staff	9-10/12/2020	25名專業員工參與工作坊，學習有效中層領導及管理的知識及技巧，以加強相關工作職能。 25 professional staff attended the Workshop to learn some knowledge and techniques in effective middle management, so as to enhance their job functions.
	精神健康藥物工作坊 Workshop on Medicines for Mental Health	29/1/2021	20名護士、保健員及配藥員參與工作坊，以鞏固他們對精神衛生藥物的知識。 20 nurses, health workers and dispensers attended the Workshop to refresh their knowledge about mental health medicines.

