非醫院員工培訓及發展項目概要
Highlights of Non-hospital Staff Training and Development Programmes

- 為超過 1,100 名員工舉辦「全國兩會精神分享會」，加深管治團隊及員工對「全國兩會」精要及意義的了解。
- 物業科與財務及採購科一行 15 名行政人員參與為期三日的「東華三院湖南長沙國情研修班 2025」，透過專題講座和實地考察，提升員工對國情、國家文化和歷史的認識，更藉著了解湖南省的發展體驗國家最新的經濟狀況，擴闊視野。
- 為逾 400 名員工舉辦《維護國家安全條例》及相關法律的研習課程，提高員工對國家安全的意識及相關法律的認識。
- 為 43 名員工舉辦「國家安全展覽廳」導賞團，加深員工對「總體國家安全觀」的了解，同時協助員工進一步認識維護國家安全對國家發展和人民生活的重要性。
- 為 25 名員工舉辦「高效電子郵件寫作技能工作坊」，透過實例分析與小組練習，增強員工的英文書寫技巧。
- 為 36 名員工舉辦「告別拖延症」工作坊，提升員工對拖延症的認識和其在職場中的不良影響，並提供積極的應對策略，以營造互相支持的工作環境。
- 為 28 名行政總部行政人員、校長及服務單位主管舉辦「微表情解碼」工作坊，透過了解析臉部微表情，提升員工溝通技巧。
- 為逾 700 名員工舉辦「防貪講座」，提升員工對防止貪污條例的認識，維持廉潔道德的企業文化。
- 為 29 名員工舉辦「沉浸式體驗中華文化：參觀《中國王朝風雲館》」，加深參加者對中國傳統歷史文化的認識。
- 為 137 名員工合共舉辦五場「中國人民抗日戰爭暨世界反法西斯戰爭勝利 80 周年專題展覽」導賞團，到訪香港歷史博物館及香港抗戰及海防博物館，讓他們深入了解國家的抗戰歷程。
- 為 50 名員工舉辦兩場東華三院社會企業遊，到訪屬下不同社會企業單位，不但加強員工對本院不同服務範疇的了解，更讓他們更深入認識東華三院的關愛文化。
- 為 22 名員工舉辦「司儀技巧實戰」工作坊，透過學習應對各種臨場狀況，藉此提升員工公開演說能力與自信。
- 為 25 名行政總部行政人員、校長及服務單位主管舉辦「星級導師課程：專業司儀」，透過星級導師專業分享，提升員工的溝通技巧、自信心，以及擔任專業司儀的個人風格。
- 為 24 名行政總部行政人員、校長及服務單位主管舉辦「星級導師課程：創意思維 面對問題」，藉著星級導師的專業分享，鼓勵員工運用創意思維應付日常挑戰，並提升解決問題的技能。
- 為 28 名員工舉辦「精神健康急救講座」，讓員工掌握精神健康急救的基礎概念和技巧，從而提升自身與他人的精神健康。
- 為 30 名員工舉辦「認識香港手語工作坊」，透過基本手語學習和弱聽人士的親身分享，讓員工了解聾人和弱聽人士在工作及日常生活中遇到的困難和需要。
- 為 26 名員工舉辦「團隊訓練」工作坊，以促進跨部門團隊溝通，加強員工之間的凝聚力。
- 為 50 名人力資源科文職人員舉辦「團隊訓練」工作坊，以提升團隊間的合作能力，促進良好溝通與協調。
- 為人力資源科人事部員工舉辦兩個工作坊，以協助員工熟悉最新的資訊科技知識及技能。
- 舉辦合共四個「鼠尾草淨化及精油製作」及「品茶」工作坊，協助員工保持身心健康。
- 為 40 名員工舉行兩個「超慢跑」工作坊，透過專業教練的指導，讓他們更較鬆掌握正確的超慢跑姿勢。

- A sharing session on the "Spirit of the Two Sessions" was organised for over 1,100 staff members to provide the management team and staff members with an in-depth understanding of the essence and significance of the "Two Sessions".
- A 3-day National Studies Programme at Hunan Institute of Socialism in Changsha was organised for 15 executives from the Property Division as well as the Finance and Supplies Division. Through seminars and field trips, the programme enhanced staff members' understanding of national affairs, culture and history while also exposing them to the latest economic situation of the country, thereby broadening their horizons.
- Training programmes on *Safeguarding National Security Ordinance* and pertinent laws were organised for over 400 staff members to raise their awareness of national security and understanding of relevant legal provisions.
- A guided tour to the "National Security Exhibition Gallery" was organised for 43 staff members to enhance their understanding on "A Holistic Approach to National Security" and the critical importance of safeguarding national security for national development and people's livelihood.
- A workshop entitled "Effective Email Writing Skills" was organised for 25 staff members to enhance their English writing skills through case studies and group exercises.
- A workshop entitled "Psychological Well-being - Unhooking from Procrastination" was organised for 36 staff members to enhance their awareness of procrastination and its detrimental effects in the Workplace, while equipping them with proactive strategies to foster a mutually supportive work environment.
- A workshop on "Decoding Micro-expressions" was organised for 28 executives of the Administration Headquarters, school heads, and supervisors of service units to enhance their communication skills by analysing facial micro-expressions.
- A sharing session on "Anti-Corruption" was organised for over 700 staff members to enhance their awareness of the anti-corruption laws, so as to sustain a corporate culture that attaches great importance to integrity and high moral standards.
- A guided tour to "Fengyun Pavilion of Chinese Dynasty: Three Kingdoms" was organised for 29 staff members to enhance their understanding of traditional Chinese history and culture.
- A total of 5 guided tours to the themed exhibition on the "80th Anniversary of the Victory of the Resistance Against Japanese Aggression and the World Anti-Fascist War" at the Hong Kong Museum of History and Hong Kong Museum of the War of Resistance and Coastal Defence were conducted for 137 staff members to deepen their understanding of our country's wartime history.
- 2 guided tours to TWGHs Social Enterprises were organised for 50 staff members to visit various affiliated social enterprise units. This initiative not only enhanced staff members' understanding of the Group's diverse services areas but also deepened their appreciation for the Group's caring culture.
- A workshop on "Practical Master of Ceremonies Skills" was organised for 22 staff members, inspiring them on how to handle different on-the-spot situations and thereby enhancing their ability and self-confidence in public speaking.
- A workshop entitled "Masterclass of Professional Master of Ceremonies" was organised for 25 executives of the Administration Headquarters, school heads, and supervisors of service units. Through the valuable insights shared by a famous veteran instructor, the Workshop aimed to enhance participants' communication skills and self-confidence, and to help them develop their own personal style as a professional master of ceremonies.
- "Masterclass of Creative Thinking in Problem-Solving" was organised for 24 executives of the Administration Headquarters, school heads and supervisors of service units, encouraging them to apply creative thinking to tackle daily challenges and to enhance their problem-solving skills.
- A talk on "Mental Health First Aid" was organised for 28 staff members to equip them with preliminary psychological first-aid concepts and techniques for fostering mental well-being among themselves and others.
- A workshop titled "Understanding Hong Kong Sign Language" was organised for 30 staff members to understand the challenges and needs of deaf and hard-of-hearing people at work and in daily life, through learning basic sign language and hearing experience-sharing by a hard-of-hearing guest.
- A "Teambuilding" workshop was organised for 26 staff members to enhance team communication and foster cohesion among colleagues from different Divisions and Offices.
- A "Teambuilding" workshop was organised for 50 clerical staff from the Human Resources Division to enhance collaboration among team members and promote effective workplace communication and coordination.
- 2 workshops were organised for staff members from the Personnel Section of the Human Resources Division to familiarise them with the latest information technology knowledge and skills.
- A total of 4 workshops on "Sage Smudging and Skincare Essence Oil" and "Tea Tasting" were organised to help staff members maintain mental and physical well-being.
- 2 workshops on "Slow Jogging" were organised for 40 staff members, enabling them to master the correct postures in slow jogging more easily under the guidance of a professional coach.

- 為 25 名員工舉辦東華三院環保村參觀活動及環保工作坊，加強員工對碳中和及可持續發展等環保理念的認識。
- 為 29 名員工舉辦急救訓練課程，教授員工急救知識及技巧。
- 為 16 名員工舉辦急救訓練重溫課程，協助員工複習所學的急救知識及技巧。
- 合共舉辦 21 個電腦軟件應用課程，參加員工約 500 名。
- 合共舉辦九次迎新活動，超過 600 名新入職員工出席。

- A Green tour to TWGHs E-Co Village, together with eco-friendly workshops, was organised for 25 staff members to equip them with an in-depth understanding of carbon neutrality and the principles of sustainable development.
- A first-aid training course was organised for 29 staff members to equip them with first aid knowledge and skills.
- A refresher course on first-aid training was organised for 16 staff members to refresh their first-aid knowledge and skills.
- A total of 21 training courses on the application of computer software were held for about 500 staff members.
- A total of 9 induction programmes were organised with an attendance of over 600 newly-recruited staff members.

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

附錄 ER2 / Appendix ER2

項目 Items	詳情 Details	撥款 Allocation
2025/2026 年度醫務科員工訓練基金 2025/2026 Medical Division Staff Training Fund	該基金資助屬下五間醫院約 470 名員工修讀本港及海外的訓練及深造課程。 Around 470 staff members of 5 TWGHs hospitals were sponsored to attend local and overseas training programmes.	HK $1,850,000
海外教授交流計劃 Visiting Professorship Programmes	該計劃邀請三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。 3 overseas professors were invited to Hong Kong to conduct lectures, give advice on modern medical technology and share clinical technologies and experiences.	
東華三院研究基金（西醫） TWGHs Research Fund (Western Medicine)	該基金資助屬下五間醫院的西醫醫生進行研究項目。 Western medicine doctors of 5 TWGHs hospitals were sponsored to conduct research projects.	HK $400,000
	合計 Total	**HK $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 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、小學人工智能分享會及專業培訓 Artificial Intelligence Seminar and Professional Training for TWGHs Secondary and Primary Schools	13/6/2025	是次培訓邀得香港城市大學電機工程學系張澤松教授擔任主講嘉賓，與 300 位中、小學教師分享人工智能教學上的寶貴實踐經驗。 The Training Session featured Prof. CHEUNG Chak Chung, Ray, Professor of the Department of Electronic Engineering at the City University of Hong Kong, as the keynote speaker. He shared his valuable practical experience in teaching artificial intelligence with 300 secondary and primary school teachers.
	聯校教師工作坊 -「生活醫學」應用 Joint-school Teachers Workshop - "Lifestyle Medicine"	10/10/2025	工作坊在香港童軍中心舉行，由香港中文大學心理學系副教授何欣儀教授主講，共有 27 位中、小學校長、副校長、教師及社工出席。 The Workshop was held at the Scout Association of Hong Kong with Prof. HO Yan Yee, Fiona, Associate Professor of the Department of Psychology, The Chinese University of Hong Kong, as the speaker. A total of 27 school heads, vice-principals, teachers and social workers from secondary and primary schools attended.
	東華三院聯校專業發展日 TWGHs Joint Schools Professional Development Day	2/2/2026	發展日邀得教育局副局長施俊輝博士太平紳士擔任主禮嘉賓，並由香港城市大學電機工程學系張澤松教授及香港教育大學數學與資訊科技學系江紹祥教授為超過 2,300 名來自本院屬下學校的教職員提供專業培訓。 Dr. SZE Chun Fai, Jeff, JP, Under Secretary for Education, was invited to officiate at the Development Day. Prof. CHEUNG Chak Chung, Ray, Professor of the Department of Electronic Engineering at the City University of Hong Kong, and Prof. KONG Siu Cheung, Professor of the Department of Mathematics and Information Technology at The Education University of Hong Kong, were engaged to provide professional training for over 2,300 staff members from the Group's schools.
中學 Secondary Schools	東華三院中學校長新西蘭參訪團 TWGHs Secondary School Principals New Zealand Education Tour	12-19/5/2025	參訪團前往新西蘭拜訪中國駐奧克蘭總領事館、考察新西蘭的中學、大學及社區教育，與當地學者探討如何結合創新教育理念與可持續發展實踐。 The Delegation visited the Consulate-General of the People's Republic of China in Auckland, New Zealand, toured local secondary schools, a university and a community college, and engaged with local scholars to explore the integration of innovative educational concepts with sustainable development practices.
	中學生情緒健康講座 Seminar on Student Mental Health	24/6/2025	講座由東華三院何玉清教育心理服務中心的教育心理學家及社工主講，共有 44 位校長、副校長、特殊教育需要統籌主任、輔導組主任及教師出席。 The Seminar was delivered by an educational psychologist and a social worker from TWGHs Ho Yuk Ching Educational Psychology Service Centre, and was attended by a total of 44 principals, vice-principals, SEN coordinators, student guidance personnel and teachers.

學校 Schools	培訓及發展項目 Training and Development Programmes	日期 Dates	詳情 Details
小學 Primary Schools	東華三院小學聯校「校長、教師境外教育考察及交流團」(荷蘭) TWGHs Primary School Principals and Teachers Study Tour to the Netherlands	24-31/1/2026	本院教育科帶領來自屬下 15 間小學 31 名校長和老師前往荷蘭，認識當地的多元學習，以及考察當地如何解決學習差異問題。 The Education Division of the Group led 31 principals and teachers from 15 affiliated primary schools to the Netherlands to learn about local practices in diverse learning and addressing learning differences.
	2025-2026 年度東華三院正向教育小學教師工作坊 TWGHs Positive Education Workshop for Primary School Teachers 2025-2026	2/2/2026	本院教育科為小學教師舉辦正向教育工作坊，由陳梁淑貞校長主講「Compassionate Systems」，引導屬校領導者運用系統工具促進學生成長及課程發展，加強跨校專業協作。 The Education Division of the Group held a positive education workshop for primary school teachers, led by Mrs. CHAN LEUNG Suk Ching, Gloria, on the topic "Compassionate Systems". The workshop guided teachers from our 15 primary schools in using systemic tools to facilitate student growth and curriculum development, while strengthening professional collaboration across schools.
幼稚園 Kindergartens	慈心抱抱熊聯校教師培訓工作坊 Joint-school Training Workshop on Bear Kindness: Early Childhood Social and Emotional Education Curriculum	18、20 & 21/8/2025	工作坊由東華三院何玉清教育心理服務中心教育心理學家王凱妮姑娘及社工黃敏儀姑娘主講，共有 20 位院屬幼稚園老師出席。 The Workshops were conducted by Ms. WONG Hoi Ni, Educational Psychologist, and Ms. WONG Man Yee, Social Worker, of TWGHs Ho Yuk Ching Educational Psychology Service Centre. A total of 20 kindergarten teachers attended.
	東華三院幼稚園 – 珠海幼教專業交流團 A Visit to Zhuhai by TWGHs Kindergartens' Principals and Teaching Staff	14-15/11/2025	為促進本院幼稚園教學團隊的專業學習精神，18 所幼稚園舉行珠海幼教專業交流團，近 240 位校長及教學人員參與。 To promote professional learning among the Group's kindergarten teaching teams, 18 kindergartens organised an educational exchange tour to Zhuhai, with nearly 240 principals and teaching staff participating.
特殊學校 Special Schools	東華三院特殊學校教師專業發展講座 TWGHs Special Schools Teachers' Professional Development Talk	11/10/2025	本院教育科主管親自主講，分享有關促進學生全人發展的經驗，以及對持續專業發展的見解，共有三位校長及 30 位教師出席。 The Head of Education Division served as the keynote speaker, sharing insights into promoting students' whole-person development and perspectives on continuous professional development. The Talk was attended by 3 principals and 30 teachers.
	東華三院特殊學校聯校澳洲教育交流團 TWGHs Joint Special Schools Education Exchange Tour to Australia	16-22/3/2026	合共 35 位校長、教師、學生及家長一起前赴澳洲墨爾本，考察當地的特殊教育狀況。 A total of 35 principals, teachers, students and parents travelled to Melbourne, Australia, where they learnt about local special education practices.

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	言語治療講座：長者吞嚥困難 Speech Therapy Lecture: Swallowing Difficulties in Elderly	17/7/2025	30 名員工參與講座，了解長者藥物管理、認知障礙症者用餐管理及進食姿勢，以提升對長者吞嚥困難處理技巧。 30 staff members attended the Lecture to learn about medication management for the elderly, dietary management for individuals with dementia, and feeding postures, aiming to enhance their skills in addressing swallowing difficulties among the elderly.
	了解認知障礙症的早期介入 Understanding the Early Intervention of Dementia	21/7/2025	31 名員工參與課程，透過案例，了解認知障礙症早期介入的重要策略，以及照護領域的最新發展與趨勢。 31 staff members participated in the Programme, learning through case studies about key strategies for early intervention in dementia, as well as the latest developments and trends in the care sector.
	「關注虐老」員工培訓工作坊 Staff Workshop on "Elder Abuse Awareness"	21、24 & 31/7/2025	工作坊主要針對院舍照顧服務、家居及日間照顧服務，以及長者中心服務三個服務領域，為 39 名員工提供有關虐老的講解。 The Workshop primarily targeted 3 service areas—residential care services, home and day care services, and elderly centre services—providing 39 staff members with training and awareness on elder abuse.
	精神健康急救證書標準課程 Mental Health First Aid (Standard) Certificate Course	9 & 17/10/2025	17 名員工參與課程，學習精神健康急救的實務知識，裝備他們應對工作中遇到的長者精神健康問題。 17 staff members participated in the Course, learning practical knowledge of mental health first aid to equip them to address mental health issues among elderly individuals encountered in their work.
	「認識華人社會死亡文化」工作坊 Workshop on "Death Culture in Chinese Society"	14/11/2025	30 位職員參觀墳場及寺廟，加深他們對華人喪葬文化的認識，從而更有信心地鼓勵長者及早規劃後事安排。 30 staff members visited cemeteries and temples to deepen their understanding of Chinese funeral customs, thereby gaining greater confidence in encouraging elderly individuals to plan their funeral arrangements in advance.
青少年及家庭服務 Youth and Family Services	《保護兒童基本課程》系列 "Basic Child Protection Training" Series	5 - 12/2025	陳鳳英醫生、許娜娜教授及單位主任等向逾 700 位員工提供培訓，以加強他們對保護兒童的認識。 Dr. Dorothy CHAN, Prof. Anna HUI and centre supervisors provided training sessions to over 700 staff members to enhance their understanding of child protection.

服務 / 區域 Services/Districts	培訓及發展項目 Training and Development Programmes	日期 Dates	詳情 Details
青少年及家庭服務 Youth and Family Services	幼兒園中層管理人員培訓課程 The Nurturing Programme for Nursery School Managerial Staff	13/12/2025, 10/1 & 7/10/2026	20 位幼兒園中層管理人員參與課程，學習行政管理及策略發展思維及技巧，以促進人才培養，滿足幼兒園長遠發展的需要。 20 nursery school managerial staff participated in the Programme, learning administrative management and strategic development thinking and techniques to foster talents for nursery schools' long-term development.
	賽馬會平行心間 2.0 ─ 基本課程第二回 Level Mind @ JC 2.0 - 2nd Session Basic Level Training	18/7 & 22/10/2025	82 位員工參與課程，學習如何賦予年輕人自我照顧的能力、支持同儕，並提高他們的心理健康素養和意識，促進他們的福祉。 82 staff members participated in the Training, learning to empower young people with self-care skills, support their peers, and enhance their mental health literacy and awareness to promote their wellbeing.
港島區 Hong Kong Island	「痛症預防」─ 健身球運動班 "Pain Prevention" – Fitball Exercise Class"	22/8/2025	13 位員工參與訓練班，認識健身球的特性，並進行四肢及核心肌肉訓練，以提升肌肉力量，降低痛症出現機會及受傷風險。 13 staff members participated in the Exercise Class, learning about the characteristics of fitball and undertaking limb and core muscle training to enhance muscle strength, reduce the likelihood of pain and lower the risk of injury.
	「處理虐老技巧」工作坊 Workshop on "Techniques for Addressing Elder Abuse"	8/10 & 17/10/2025	38 位專業社工及護士參與工作坊，加深他們對虐老的認識，增強處理的信心及介入技巧，從而應用於日常個案工作中。 38 professional social workers and nurses participated in the Workshop, deepening their understanding of elder abuse, bolstering their confidence in handling such cases, and enhancing their intervention skills to better address these issues in their daily casework.
	「CQI 再啟新航」工作坊 Workshop on "CQI Embarking on a New Journey"	20/10/2025	37 位員工參與工作坊，認識溝通的重要性、運用工具以排列優次，以及提升團隊士氣，從而在有限資源下維持優質服務。 37 staff members participated in the Workshop, learning the importance of communication, employing tools to prioritise tasks, and boosting team morale, thereby maintaining high-quality service with limited resources.
	區域員工培訓 ─「心靈解鎖 ─ 全方位身心靈之旅」 District Staff Training "Think Out of the Box"	28/11/2025	60 位港島東區的員工透過學習中醫養生及身心放鬆工作坊，提升身心健康與團隊凝聚力。 60 staff members from Hong Kong Eastern District participated in the Training, learning to enhance their physical and mental wellbeing and strengthen team cohesion through traditional Chinese medicine wellness practices and mind-body relaxation workshop.
	「員工督導及服務營運管理」工作坊 Workshop on "Staff Supervision and Service Operation Management"	10 & 17/12/2025	30 位督導人員參與工作坊，學習員工督導技巧、服務營運管理策略，以及資源優化的實務應用，以提升他們的管理能力。 30 supervisors participated in the Workshop to learn staff supervision techniques, service operations management strategies, and practical applications for resource optimisation, thereby enhancing their managerial capabilities.
九龍東 Kowloon East	心身機能活性運動療法 ─ 一級及初級指導士培訓及考核 Gagol Therapy - Level 1 Certificate Course and Beginner's Practitioner Examination Course	8 - 10/12/2025	35 位員工完成了一級及初級指導士培訓與考核，其後於長者及復康服務單位推廣心身機能運動療法。 35 staff members completed the Gagol Therapy Level 1 Certificate Course and Beginner's Practitioner Examination Course, subsequently promoting Gagol Therapy within elderly care and rehabilitation service units.
	成人心肺復甦法及自動體外心臟去纖維性顫動法證書課程 Adult Cardio-Pulmonary Resuscitation Course and Automated External Defibrillation Provider Course (CPRAED)	4/11/2025	20 位員工參與課程，學習成人心肺復甦法及如何使用自動體外心臟去纖維性顫動器，以加強急救時提升患者的存活率。 20 staff members participated in the Course, learning adult cardiopulmonary resuscitation and how to use an automated external defibrillator to enhance patient survival rates during emergency situations.
	資訊安全意識培訓 Information Security Awareness Training	30/6/2025	20 位員工參與培訓，認識資訊安全的重要性，提升資訊安全意識及增強警覺性，確保服務使用者個人資料保密與安全。 20 staff members participated in the Training to recognise the importance of information security, enhance their awareness of information security and heighten vigilance, thereby ensuring the confidentiality and security of service users' personal data.
	「防止虐待」培訓講座 Training Talk on "Abuse Prevention"	30/10/2025	49 位員工參與講座，認識防止虐待的知識及技巧，學習識別和應對虐待情況，以評估虐待的危機程度。 49 staff members attended the Talk to gain knowledge and skills in preventing abuse, learning how to identify and respond to abusive situations in order to assess the level of risk involved.
	「智障人士性教育」講座 Talk on "Sex Education for People with Intellectual Disabilities"	13/11/2025	25 位員工參與講座，認識處理智障人士性教育的知識及技巧，教導他們以適當的社交行為表達興趣和情感。 25 staff members attended the Talk to gain knowledge and skills in delivering sex education to people with intellectual disabilities, teaching them appropriate social behaviours to express their interest and emotions.
	「認知障礙症長者需要評估工具及介入技巧」工作坊 Workshop on "Skills of Need Assessment and Intervention Approach for the Elderly with Dementia"	26/11/2025	20 位專業社工參與工作坊，認識認知障礙症的評估種類及工具，並討論及評估不同評估結果所需運用的介入技巧。 20 professional social workers participated in the Workshop to familiarise themselves with the types and tools of dementia assessment, and to discuss and evaluate the intervention techniques required for different assessment outcomes.
	「認識極端天氣及在酷熱環境預防中暑」講座 Seminar on "Understanding Extreme Weather and Preventing Heatstroke in Hot Environments"	3/3/2025	38 位員工參與講座，認識極端高溫天氣導致中暑及預防措施，提高員工的職業安全意識。 38 staff members participated in the Seminar on the prevention of heatstroke caused by extreme high temperatures, so as to enhance their awareness of occupational safety.

服務 / 區域 Services/Districts	培訓及發展項目 Training and Development Programmes	日期 Dates	詳情 Details
九龍東 Kowloon East	「電話溝通應對」工作坊 Workshop on "Smart" on Phone Communication	15/8/2025	20 位員工參與工作坊，學習電話溝通應對技巧，加強溝通技巧與禮儀，及提升電話應對能力，以便提供更優質服務。 20 staff members participated in the Workshop to learn telephone communication techniques and enhance their communication skills and etiquette, thereby improving their telephone handling capabilities to deliver superior services.
	「哀傷輔導」工作坊 Workshop on "Grief Counselling"	17/12/2025	30 位員工參與工作坊，學習哀傷輔導技巧，提升他們應對會員因親友離世而產生的情緒變化及處理方法。 30 staff members participated in the Workshop to learn grief counselling techniques, enhancing their ability to address members' emotional changes and provide support following the loss of loved ones.
	有商量 — 職場衝突處理 Workplace Conflict Resolution	7/1/2026	30 名員工參與培訓，認識衝突理論，以提升他們應對衝突的應變能力，確保自身及會員安全。 30 staff members participated in the Training to familiarise themselves with conflict theories, thereby enhancing their ability to respond to conflicts and ensuring the safety of both themselves and members.
九龍西 Kowloon West	長者精神健康 (認知障礙症及抑鬱症) 工作坊 Workshop on "Mental Health for the Elderly (Dementia and Depression)"	20/8/2025	20 位專業及前線員工參與工作坊，提升處理長者認知障礙症及抑鬱症引發的情緒和行為問題的技巧。 20 professional and frontline staff attended the Workshop to enhance their skills in managing emotional and behavioural issues associated with cognitive impairment and depression among the elderly.
	協同合作工作坊 Workshop on Synergy Cooperation	11/1/2026	藉著蝶古巴特及迷你盆景的製作，讓員工相互了解、增強互信及促進創作力，提升工作效率。 Through decoupage and mini bonsai-making, staff members enhanced mutual understanding, strengthened trust and fostered creativity, thereby increasing work efficiency.
	有效處理及應對投訴的技巧 Effective Skills for Managing Complaints	12/1/2026	30 位員工參與培訓，包括角色扮演和情境模擬，以代入法學習更有效的投訴應對技巧，從而加深了解處理投訴時的困難，改善處理方法。 30 staff participated in the training, including role-playing and scenario simulations, to immerse themselves in scenarios and learn more effective complaint handling techniques, thereby strengthening and improving their ability to address the challenges encountered when managing complaints.
新界東 New Territories East	「認識處理認知障礙症的情緒問題及治療方法」工作坊 Train the Trainer: How to Provide Dementia Training to Clients with Cognitive Impairments	25/7/2025	由專業治療師向 30 位員工講解認知障礙症的治療、溝通方法，以及處理常見情緒問題的技巧。 A professional therapist delivered a presentation to 30 staff members on dementia care, communication techniques, and strategies for managing common emotional issues.
	「撰寫撥款計劃書：策略與技巧」工作坊 Workshop on "How to Master the Proposal Writing and Pitching for Funding Support"	11/8/2025	27 位員工參與工作坊，學習撰寫基本計劃書所須涵蓋的元素及技巧，以提升計劃書獲批的機會。 27 staff members participated in the Workshop to learn the essential elements and techniques required for drafting basic proposals, thereby enhancing the likelihood of their proposals being approved.
	「醫療記錄及法律責任」工作坊 Workshop on "Medical Records and Legal Liability"	26/8/2025	28 位員工參與工作坊，學習撰寫醫療記錄的原則及了解其法律責任，學習撰寫良好醫療記錄的技巧及法律知識。 28 staff members participated in the Workshop to learn the principles of writing medical records and understand their legal responsibilities, acquiring skills and legal knowledge for writing good medical records.
	「性格透視 ® 管理培訓」工作坊 Workshop on "Building a Winning TEAM via Personality Dimensions"	25/9/2025	26 位員工參與工作坊，探討不同領導風格的優缺點及了解他們的核心需求。以加強他們的監督領導技巧。 26 staff members participated in the Workshop to explore the strengths and weaknesses of different leadership styles and understand their core requirements, thereby enhancing their supervisory leadership skills.
	「職業安全健康」工作坊 OSH Workshop of General Safety Awareness for Frontline Staff	29/9/2025	31 位員工參與工作坊，認識職業安全及健康工作的重要性，從而減低意外風險。 31 staff members participated in the Workshop to understand the importance of occupational safety and health at work, thereby reducing the risk of accidents.
	新界東主任退修 Supervisors Retreat for Service Planning	10/10/2025	40 位專業員工參與退修日，共同構思地區服務的未來發展方向，回應社會需求，凝聚團隊精神，迎接改變。 40 professional staff participated in the Retreat Day to collaboratively brainstorm the direction for future services development in response to social needs, fostering team spirit to embrace changes.
新界西 New Territories West	青少年健康急救課程 (關懷青少年版) Adolescent Health First Aid Course (Youth Care Edition)	4, 6, 11 & 20/11/2025	23 位員工參與課程，學習如何有效地辨識青少年受情緒困擾的表徵，提升他們對青少年常見的精神健康問題的敏感度，以供精準的支援及輔導。 23 staff members participated in the Course, learning how to effectively identify signs of emotional distress in adolescents and enhancing their sensitivity to common mental health issues among the youth, thereby enabling accurate support and counselling.
	「認識及預防工作間的性騷擾」培訓工作坊 Training Workshop on "Recognising and Preventing Sexual Harassment in the Workplace"	24/7/2025	由平機會反性騷擾小組為 14 位單位主任、副主任及管理人員提供專業培訓，加強他們保障員工及服務使用者免受性騷擾之意識，並傳遞給轄下員工。 The Equal Opportunities Commission's Anti-Sexual Harassment Task Force provided professional training to 14 centre supervisors, assistant supervisors and other management staff to enhance awareness of safeguarding staff and service users against sexual harassment, and to ensure this knowledge is passed to their respective teams.
	「愈返工愈健康」員工健康活動體驗日 Employee Wellness Experience Day – "The Healthier You Work, the Healthier You Are"	31/10/2025	由屯門地區康健中心為 14 位單位主任、副主任及社工講解健康職場合作計劃服務，掌握如何在單位促進員工及服務使用者的健康意識。 The Tuen Mun District Health Centre briefed 14 centre supervisors, assistant supervisors and social workers on the Health Workplace Partnership Programme services, equipped them with the knowledge to promote healthy awareness among staff members and service users within their units.

服務 / 區域 Services/Districts	培訓及發展項目 Training and Development Programmes	日期 Dates	詳情 Details
新界北 New Territories North	尿失禁評估與處理最新進展 Update on Assessment and Management of Urinary Incontinence	25/6/2025	60 位專業同工出席講座，提高對尿失禁問題的意識及促進跨團隊合作。 60 professional staff attended the Seminar to raise awareness of urinary incontinence issues and foster inter-professional collaboration.
	軟餐技巧工作坊 (中國地方菜) Soft Meal Workshop: Chinese Provincial Cuisine	26/8/2025	九名學員參與工作坊，學習製作紅燒東坡肉軟餐的技巧，從而為有吞嚥困難的長者提供享受特別膳食的體驗。 9 trainees participated in the Workshop to learn techniques for preparing soft meal DongPo Pork, thereby enabling them to provide elderly individuals with dysphagia an enjoyable dining experience.
職業安全及健康委員會 Committee on Occupational Safety and Health	「工傷意外調查技巧及如何撰寫報告」職安健教育講座 OSH Educational Talk - Injury Investigation Techniques and Report Writing	4/7/2025	30 位員工出席講座，學習工傷意外調查及報告撰寫技巧，從而加強職業安全健康管理系統的效能，預防類似事故再次發生。 30 staff members attended the Talk to learn techniques for investigating workplace accidents and drafting incident reports, thereby strengthening the effectiveness of the occupational safety and health management system and preventing similar incidents from recurring.
	「工作間暴力的處理及預防措施」職安健工作坊 OSH Workshop - Managing and Preventing Workplace Violence	26/9/2025	精神科專科醫生郭偉明醫生及前南區區域主任暨前職安健委員會主席何錦昌先生主講，共有 106 位員工參與，反應熱烈。 The Workshop was led by Dr. KWOK Wai Ming, a specialist in psychiatry, and Mr. HO Kam Cheong, former Southern District Coordinator cum former Chairman of the Occupational Safety and Health Committee. It was attended by 106 staff members with an enthusiastic response.
	「工傷個案處理」職安健工作坊 OSH Workshop - Handling Work Injury Cases	19/12/2025	82 位員工參與工作坊，提升他們對工傷與相關法例、工傷個案處理流程及復工安排等知識，有助管理職系員工處理較複雜的工傷個案。 82 staff attended the Workshop to enhance their understanding of work-related injuries and relevant laws and legislation, the procedures for handling work injury cases, and return-to-work arrangements. This will assist managerial staff in handling more complex work injury cases.
	「離地工作安全及正確使用梯具」工作坊 OSH Workshop - Working at Height Safety and Proper Use of Work Platforms	13/3/2026	透過工作坊認識離地工作的健康及安全隱患，並學習環境風險評估方法。課程涵蓋工作梯具的安全標準與選擇，以及正確使用梯具和工作平台的技巧，從而減低因離地工作而導致受傷的風險。 Through the Workshop, staff members learnt about the health and safety hazards associated with working at height, and acquired approaches to environmental risk assessment. The Workshop covered safety standards and selection criteria for ladders and work platforms, as well as techniques for proper use of ladders and work platforms, thereby reducing the risk of injuries from working at height.

本院感謝獎券基金過去一年撥款資助興建福利單位，以及資助服務單位的翻新、裝修及添置家具設施的費用。
TWGHs would like to express its gratitude to the Lotteries Fund for sponsoring the construction of welfare units, and for funding the costs of fitting-out, renovation, and purchase of furniture and equipment for subvented service units in the past year.

公共服務辦公室培訓及發展項目概要
Highlights of Staff Training and Development Programmes of the Traditional Services Office

附錄 ER5 / Appendix ER5

培訓及發展項目 Training and Development Programmes	日期 Dates	詳情 Details
東華三院公共服務辦公室湖南長沙國情班 National Education Course in Changsha, Hunan for TWGHs Traditional Services Office	6-9/5/2025	為加深屬下單位管理層對國情的了解，東華三院公共服務辦公室前往湖南省長沙市的湖南省中華文化學院參加國情班。 With a view to deepening management's understanding of national affairs across the services units, TWGHs Traditional Services Office attended a national education course at Hunan Institute of Chinese Culture in Changsha, Hunan Province.
東華三院公共服務辦公室北京殯儀、廟宇及祭祀及傳統服務考察團 Study Tour on Beijing's Funeral, Temple and Ritual and Traditional Services for TWGHs Traditional Services Office	10-14/11/2025	為進一步調研北京殯儀、廟宇及祭祀、以及傳統服務非遺傳承的發展，東華三院公共服務辦公室前往北京進行專題交流及考察，翼通過此次考察，增進員工對內地相關行業政策與創新實踐的理解。 To further explore the development of Beijing's funeral, temple, and ritual services, as well as the preservation of traditional intangible cultural heritage, TWGHs Traditional Services Office organised a thematic exchange and study tour to Beijing. The aim was to enhance staff understanding of relevant domestic industry policies and innovations practices.
東華三院公共服務辦公室退修日 TWGHs Traditional Services Office Retreat Day	27/3/2026	為增強員工的團隊合作精神，配合機構工作與生活平衡的目標，公共服務辦公室舉辦退修日，讓大家體驗匹克球運動之餘，還可紓緩生活壓力，提升身心靈健康。 To increase the teamwork spirit of staff members in the Traditional Service Office, and in line with the Group's goal of work-life balance, a retreat day was held for colleagues to experience pickleball, relieve the stress of life, and enhance their physical and mental well-being.