

● **Highlights of Non-hospital Staff Training and Development Programmes**

- 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甘肅省進行交流。  
A total of 12 TWGHs executives visited Gansu Province under an exchange programme co-organised with the Ministry of Civil Affairs.
- 為甘肅省舉辦短期社工交流和培訓活動。  
Sharing and training sessions on social work were organised for Gansu Province.
- 為近100名行政總部行政人員舉辦中午聚餐暨主題講座，以「擁抱正能量」為主題，藉著精神科專科醫生的分享，讓員工學會為自己和身邊的同事、家人及朋友增添正能量，以應對日常不同的挑戰和壓力。  
An executive lunch-and-learn gathering with the sharing of a psychiatric specialist was organised for nearly 100 executives of the Administration Headquarters. Through this event, staff members learnt to cope with daily challenges and pressures by creating positive energy for themselves, colleagues, family members and friends.
- 為30名行政總部行政人員、校長及服務單位主管舉辦「專業禮儀與形象」工作坊，提升行政人員的專業形象。  
A workshop on “Professional Image and Business Etiquette” was organised for 30 executives of the Administration Headquarters, school heads and service unit supervisors to enhance their professional images.
- 為超過30名行政總部行政人員、校長及服務單位主管舉辦司儀工作坊，以提升行政人員的主持技巧及表達能力。  
A workshop on “Master of Ceremonies” was organised for more than 30 executives of the Administration Headquarters, school heads and service unit supervisors to uplift their hosting techniques and presentation skills.
- 為32名行政總部行政人員、校長及服務單位主管舉辦「思維導圖」工作坊，讓員工更有效地運用他們的創造力及記憶力。  
A workshop on “Mind Mapping” was organised for 32 executives of the Administration Headquarters, school heads and service unit supervisors, enabling them to utilise their creativities and memories effectively.
- 為25名文職人員、秘書及前線員工舉辦「高效電郵寫作」工作坊，以增強他們的英文書寫技巧。  
A workshop on “Effective Email Writing” was organised for 25 clerical, secretarial and frontline staff members to enhance their English writing skills.
- 為60名文職人員、秘書及前線員工舉辦兩場「處理投訴」工作坊，以加強他們對處理投訴的能力和溝通技巧，令服務對象留下良好印象，增加他們對機構的信賴。  
2 workshops on “Complaint Handling” were organised for 60 clerical, secretarial and frontline staff members to enhance their complaint handling skills and communication skills, so as to leave a good impression among service users and gain their trust in TWGHs.
- 為18名員工舉辦「急救訓練重溫」課程，讓員工複習所學的急救知識及技巧。  
A refresher course on first-aid training was organised for 18 staff members to refresh their first-aid knowledge.
- 全年共舉辦16個電腦軟件應用課程，參加員工約有200人。  
A total of 16 training courses on application of computer software were organised, and attended by about 200 staff members.
- 舉辦8次迎新活動，超過700名新入職員工出席。  
A total of 8 induction programmes were organised, and attended by over 700 new recruits.
- 為25名員工舉辦「辦公室僱員職業安全與健康」工作坊，加強他們的職業安全及健康意識。  
A workshop on “Occupational Safety and Health in Office” was organised for 25 staff members to strengthen their awareness of occupational safety and health in offices.
- 為20名員工舉辦「和諧粉彩」工作坊，讓員工透過簡單而獨特的手指繪畫技巧繪畫，令心靈產生平靜、和諧的感覺，協助員工釋放壓力。  
A workshop on “Pastel Nagomi Art” was organised for 20 staff members, aiming at helping staff members reduce their stress and improve their psychological wellness through a simple but unique painting method.
- 舉辦「柔韌有瑜」慢活瑜伽工作坊、「畫出我心」曼陀羅彩繪擴香杯墊工作坊及「嘗茶樂」茶道工作坊，協助員工達至生活與工作平衡。  
Workshops on “Yoga”, “Mandala” and “Teaism” were organised for staff members to achieve a balance of work and life.
- 為25名員工舉辦「廚餘再生工作坊」，以加深他們對廚餘處理及永續耕作的認識。  
A “Green Tour” was organised for 25 staff members to deepen their understanding of food waste management and sustainable farming.



項目 Items	詳情 Details	撥款 Allocation
2019/2020年度醫務科員工訓練基金 2019/2020 Medical Division Staff Training Fund	該基金資助屬下5間醫院約410名員工修讀本港及海外的訓練及深造課程。 Around 410 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3名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。 3 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

教師培訓及發展項目概要

Highlights of Teaching Staff Training and Development Programmes

學校 Schools	培訓及發展項目 Training and Development Programmes	日期 Dates	詳情 Details
所有學校 All Schools	「和諧粉彩」工作坊 Workshop on "Pastel Nagomi Art"	28 & 30/5/2019	工作坊在東華三院何玉清教育心理服務中心(沙田)舉行，由東華三院何玉清教育心理服務中心社工林凱雯姑娘及林凱茵姑娘主講，共有30名教師、社工及輔導員出席。 The Workshop was held at TWGHs Ho Yuk Ching Educational Psychology Service Centre (Sha Tin), with Ms. LAM Hoi Man, Tiffany, and Ms. LAM Hoi Yan, Antonia, Social Workers of TWGHs Ho Yuk Ching Educational Psychology Service Centre, as speakers. A total of 30 teachers, social workers and counsellors attended.
	「身心健康行動計劃WRAP®」工作坊 Workshop on "Wellness Recovery Action Plan®"	11 & 12/7/2019	工作坊在東華三院何玉清教育心理服務中心(沙田)舉行，由東華三院何玉清教育心理服務中心主任林雪雯姑娘主講，共有15名教師、社工及輔導員出席。 The Workshop was held at TWGHs Ho Yuk Ching Educational Psychology Service Centre (Sha Tin), with Ms. LAM Suet Man, Phoebe, Supervisor of TWGHs Ho Yuk Ching Educational Psychology Service Centre, as speaker. A total of 15 teachers, social workers and counsellors attended.
	「危機事故壓力處理——小組輔導」證書課程 Certificate Course on "Critical Incident Stress Management Group Crisis Intervention"	18 & 25/9/2019	課程在東華三院何玉清教育心理服務中心(沙田)舉行，邀得富達盟信顧問有限公司首席顧問林雪芬小姐主講，共有30名心理學家及社工出席。 The Course was held at TWGHs Ho Yuk Ching Educational Psychology Service Centre (Sha Tin), with Ms. Karen S.F. LAM, Chief Consultant of Four Dimensions Consulting Limited, as speaker. A total of 30 psychologists and social workers attended.
	「聆聽自己和別人」工作坊 Workshop on "Listening to Yourself and Others"	27/9 & 4/10/2019	工作坊在東華三院何玉清教育心理服務中心(沙田)舉行，邀得臨床心理學家李昭明女士主講，共有18名教師、心理學家及輔導員出席。 The Workshop was held at TWGHs Ho Yuk Ching Educational Psychology Service Centre (Sha Tin), with Ms. Amanda LI, Clinical Psychologist, as speaker. A total of 18 teachers, psychologists and counsellors attended.
中學 Secondary School	東華三院「一帶一路」中學聯校校長汶萊考察團 TWGHs Joint Secondary Schools Principals "Belt and Road" Study Tour to Brunei	19 - 23/5/2019	14名校長、副校長及高級學位教師前往汶萊作教育考察及交流。 A study tour to Brunei was organised, with 14 principals, vice principals and senior graduate masters participating.
	東華三院聯校英文中學教師發展課程 TWGHs Joint EMI Schools Staff Development Programme	30/9/2019	教師發展課程在東華三院黃笏南中學舉行，邀得香港考試及評核局評核科技及研究部高級經理蕭偉樂博士主講如何優化評核，共有300多名學校職員出席。 The Staff Development Programme was held at TWGHs Wong Fut Nam College, with Dr. SIU Wai Lok, Senior Manager of Assessment Technology and Research Division, Hong Kong Examinations and Assessment Authority, as speaker. Dr. Siu delivered a speech on refinement of assessments to more than 300 school staff members in attendance.

學校 Schools	培訓及發展項目 Training and Development Programmes	日期 Dates	詳情 Details
小學 Primary School	副校長及中層領導人員培訓課程 Training Programme for Deputy Headteachers and School Middle Managers	9/4/2019 - 29/2/2020	為提升教師的個人職能，以協助學校提升整體效能，為學生提供優質的教育服務，教育科獲2018/2019年度董事局撥款，為副校長及中層領導人員推行一連串培訓課程。培訓課程涵蓋不同範疇，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、危機處理及溝通技巧等。 Sponsored by the Board of Directors 2018/2019, a series of training courses for deputy headteachers and school middle managers were organised by the Education Division to enhance teachers' efficacy and school management competency for providing students with quality education services. The Training Programme covered a wide range of disciplines including human resources management, finance and supplies management, administrative management, school management, curriculum development and assessment, quality assurance, crisis management and communication skills, etc.
	東華三院小學聯校教師專業發展研討會 TWGHs Joint Primary Schools Teachers Professional Development Seminar	22/8/2019	研討會在東華三院馬錦燦紀念小學舉行，邀得救恩學校(小學部)顧問校長陳淑貞女士及浸信會天虹小學馮耀章校長主講題為「如何推行 Responsive Classroom Approach」的工作坊，共有683名教師出席。 The Seminar was held at TWGHs Ma Kam Chan Memorial Primary School, with Mrs. CHAN LEUNG Suk Ching, Gloria, Consulting Principal of Kau Yan School (Primary), and Mr. FUNG Yiu Cheung, Felie, Principal of Baptist Rainbow Primary School, as speakers. Under the theme of "How to Implement Responsive Classroom Approach", the Workshop was attended by a total of 683 teachers.
幼稚園 Kindergarten	中層領導人員調解訓練工作坊 Workshop for Middle Managers on Mediation Training	15 - 19/7/2019	工作坊假港青專業進修書院舉行，共有13名校長、主任及教師參加。 The Workshop was held at the YMCA College of Continuing Education, with 13 principals, senior teachers and teachers participating.
	「自由遊戲」及「勞工法例」培訓工作坊 Training Workshop on "Free-Play" and "Labour Legislation"	27/8/2019	工作坊在東華三院馮黃鳳亭中學舉行，邀得東華學院人文學院幼兒教育學系鄭佩華教授及職工盟教育基金代表劉家樂先生主講。共有300名校長、副校長、主任及教師參加。 The Workshop was held at TWGHs Mrs. Fung Wong Fung Ting College, with Prof. CHENG Pui Wah, Doris, Faculty of Early Childhood Education, School of Arts and Humanities of Tung Wah College, and Mr. LAU Ka Lok, representative of Confederation of Trade Unions Education Foundation, as speakers. A total of 300 principals, vice principals, senior teachers and teachers attended.
	「繪本認識知多少及如何推行幼兒創意綜合藝術」工作坊 Workshop on "Understanding Picture Books and Launching Integrated Creative Arts Programme for Children"	28/9/2019	工作坊在東華三院黎鄧潤球幼稚園舉行，共有79名教師參加。 The Workshop was held at TWGHs Lai Tang Yuen Kaw Kindergarten, with a total of 79 teachers participating.
	「體能與健康及藝術與創意課程設計及實施」工作坊 Workshop on "Curriculum Design and Implementation of Physical Fitness & Health and Arts & Creativity"	4/10/2019	工作坊假香港浸會園舉行，邀得宏恩基督教學院幼兒教育課程總監張杏冰教授及香港教育大學幼兒教育學系高級講師張麗霞博士主講，共有276名校長、主任及教師參加。 The Workshop was held at Hong Kong Baptist Assembly, with Prof. CHEUNG Hun Ping, Rebecca, Programme Director of Early Childhood Education of Gratia Christian College, and Dr. CHEUNG Lai Ha, Lily, Senior Lecturer of Department of Early Childhood Education of The Education University of Hong Kong, as speakers. A total of 276 principals, senior teachers and teachers attended.
	「凝聚中層領導力量，建立主任管理技巧及帶領團隊發展」分享會 Sharing Session on "Uniting Middle-level Leadership Power, Developing Senior Teacher Management Skills and Leading Team Development"	16/12/2019	分享會在東華三院何玉清教育心理服務中心舉行，共有4名新入職主任參加。 The Sharing Session was held at TWGHs Ho Yuk Ching Educational Psychology Service Centre, with 4 newly appointed senior teachers in attendance.
	「如何與家長建立良好的溝通及有效地發揮家校合作」及「情緒管理及正向思維」工作坊 Workshop on "How to Establish Good Communication with Parents and Develop Effective Cooperation between Parents and Schools" and "Emotion Management and Positive Thinking"	17/1/2020	工作坊假聖雅各福群會舉行，邀得全人發展中心創辦人譚寶玲博士及東華三院何玉清教育心理服務中心教育心理學家唐瑩博士主講，共有280位校長、主任及教師參加。 The Workshop was held at St. James' Settlement, with Dr. TAM Po Ling, Founder of Whole Person Development Centre Institute, and Dr. Nelly TONG, Educational Psychologist of TWGHs Ho Yuk Ching Educational Psychology Service Centre, as speakers. A total of 280 principals, senior teachers and teachers attended.

學校 Schools	培訓及發展項目 Training and Development Programmes	日期 Dates	詳情 Details
特殊學校 Special School	東華三院特殊學校芬蘭教育考察團 TWGHs Special Schools Study Tour to Finland	16 - 23/11/2019	兩名校長及13名教師前往芬蘭作教育考察及交流。 A study tour to Finland was organised, with 2 principals and 13 teachers as participants.

## 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	「食得樂」健康飲食工作坊 Healthy Eating Workshop on "Happy Food Diet"	12/6/2019	26名前線員工參與工作坊，學習各種未經加工的「快樂食物」的處理技巧及營養價值，達至更健康的飲食。 26 frontline staff members attended the Workshop to learn the handling skills and nutritional values of raw "happy food" for achieving a healthier diet.
	言語治療服務工作坊 Workshop on Speech Therapy Service	30/8 & 5/11/2019	47名專業員工及30名前線員工參與工作坊，學習言語治療的評估工具、介入技巧以及跨專業團隊合作模式。 47 professional staff members and 30 frontline staff members attended the Workshop to learn the assessment tools, intervention skills and multi-disciplinary work model for speech therapy.
	早期認知障礙症小組工作技巧證書課程 Certificate Course on Group Work Skills of Working with Early Dementia	23 & 30/9/2019	25名專業員工參與課程，學習應用早期認知障礙症評估工具，以及舉辦相關小組活動予患者的知識和技巧。 25 professional staff members attended the Course to learn the application of tools for assessing early dementia and equip themselves with knowledge and skills in organising related group activities for elders suffering from early dementia.
	身心語言程式學課程 Course on Neuro-Linguistic Programming	4 & 17/10/2019	30名專業員工參與課程，學習運用身心語言程式學的理念和技巧，加強敏銳觸覺及多角度思維能力，促進建立人際關係及工作成效。 30 professional staff members attended the Course to enhance their sensitivity and critical thinking for fostering better interpersonal relationship and boosting work efficiency, by applying the ideas and techniques of Neuro-Linguistic Programming.
	前線員工台灣交流團 Study Tour for Frontline Staff to Taiwan	25-29/11/2019	16名前線員工參與交流，參觀台灣安老服務單位，就創新服務意念及模式的應用進行交流。 16 frontline staff members joined the Study Tour to visit elderly service units in Taiwan, and exchanged views on the application of new service initiatives and models.



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	「動機式訪談法」進階課程 Advanced Course on "Motivational Interviewing"	18 & 25/6/2019 (共4節) (4 sessions)	17名前線社工參與課程，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。 17 frontline social workers attended the Course to further equip themselves with the knowledge and skills in "Motivational Interviewing", and enhance their competence in motivating service users to change.
	抑鬱症、急性壓力症及創傷後遺症之評估及處理課程 Course on Assessment and Management of Depression, Acute Stress Disorder and Post-traumatic Stress Disorder	3/8/2019	82名專業員工參與課程，以提升他們對抑鬱症、急性壓力症及創傷後遺症的評估及處理技巧。 82 professional staff members attended the Course to enhance their assessment and handling skills in depression, acute stress disorder and post-traumatic stress disorder.
	「緊急事故」心理反應的認識及處理課程 Course on Introduction to Psychological Reactions and Handling of "Critical Incidents"	10/8/2019	66名專業員工參與課程，以提升他們對緊急事故心理反應的認識及處理技巧。 66 professional staff members attended the Course to enrich their knowledge and handling skills in psychological reactions of critical incidents.
	認識「人格障礙」課程 Course on Introduction to "Personality Disorders"	22/8/2019	21名社工參與課程，學習人格障礙症的種類、共生病症及處理方法。 21 social workers attended the Course to learn the classification, comorbidity and handling methods on personality disorders.
	認識「內化行為障礙症」課程 Course on Introduction to "Internalising Disorders"	17/9/2019	11名社工參與課程，學習內化行為障礙症有關種類、主要症狀及具實證基礎的治療方法。 11 social workers attended the Course to learn the types, key features and evidence-based treatments of internalising disorders.
復康服務 Rehabilitation Services	機構健康分析工作坊 Workshop on Organisational Health Analysis	9/5/2019 (共兩節) (2 sessions)	98名管理及專業職級員工出席工作坊，學習機構健康分析，從而增加對服務推行的視野，並且交流對服務發展的觀點。 98 managerial and professional staff members attended the Workshop to learn about organisational health analysis, so as to broaden the horizons on service operations and exchange views on service development.
	藥物知識講座 Seminar on Medicine Knowledge	23/5/2019	40名前線員工出席講座，增進他們對藥物的認識。 40 frontline staff members attended the Seminar to enhance their medicine knowledge.
	復康服務新入職員工導向課程 New Staff Induction Programme on Rehabilitation Services	4 - 5/6 & 19 - 20/11/2019 (共4節) (4 sessions)	60名新入職員工參與課程，認識復康工作理念、對殘疾人士應有的工作態度，以及復康服務的相關知識、方法及技巧。 60 new staff members attended the Programme to learn the rationale of rehabilitation, proper working attitudes towards people with disabilities, and related knowledge, methods and skills in rehabilitation services.
	防止性騷擾培訓課程 Training Course on Prevention of Sexual Harassment	10/10/2019	100名各級員工參與課程，掌握性騷擾的定義及行為，並學習如何防止性騷擾的發生。 100 staff members at all levels attended the Course to master the definition and identification of sexual harassment behaviour, and learn how to prevent it.
	「相見盒子外 — 創新力量」分享會 "Think Out of the Box - JC InnoPower" Sharing Session	17/10/2019	37名專業員工參與分享會，從分享中啟發對服務的新意念。 37 professional staff members attended the Sharing Session to gain insights and new ideas of services through sharing.
	預前指示培訓課程 Training Course on Understanding Advance Directives	21/11/2019	50名專業員工參與課程，認識預前指示及在殘疾人士晚晴照顧的應用。 50 professional staff members attended the Course to equip themselves with the knowledge of advance directives and its application in comfort care services for people with disabilities.
	智障長者整全照顧培訓課程 Training Course on Holistic Care for Aged People with Intellectual Disabilities	8/1/2020 (共兩節) (2 sessions)	22名前線員工參與課程，學習照顧智障長者的知識及技巧。 22 frontline staff members attended the Course to enhance their knowledge and skills in serving elderly with intellectual disabilities.



服務/區域 Services/Districts	培訓及發展項目 Training and Development Programmes	日期 Dates	詳情 Details
服務發展 Service Development	啟航護理員新加坡考察團 Singapore Study Tour for Trainees of Navigation Scheme for Young Persons in Care Services	29/8 - 1/9/2019	20名啟航計劃學員前往新加坡進行考察，了解當地創新的安老及復康服務，以及如何利用科技達至可持續發展。 20 trainees of Navigation Scheme for Young Persons in Care Services visited Singapore to learn about local innovative elderly care and rehabilitation services, and the application of scientific technologies to achieve sustainable development.
	員工退修日 Staff Retreat Day	23/9/2019	藉著分組遊戲，建立及培育員工間的團隊精神及建立同工關係，從而啟發創意思維。 Team spirit and mutual trust relationship among staff members were established and enhanced through group games, for the purpose of inspiring creative thinking.
公共服務 Traditional Services	殯儀服務培訓課程 Funeral Services Training Programme	18/6 - 27/9/2019 (共4節) (4 sessions)	共有102名員工參與由台灣專業導師教授的4節培訓課程，認識多項殯葬知識，以提升本院殯儀服務從業員的服務質素。 A total of 102 staff members attended 4 sessions of Training Programme conducted by professional tutors from Taiwan to acquire diverse knowledge about funeral related aspects, so as to enhance the service quality offered by TWGHs funeral service practitioners.
東區/中西區 Eastern / Central and Western District	藝術家駐場計劃 — 區域職員合唱 Artist-in-Residency Programme – District Staff Choir	26/6/2019 - 10/1/2020 (共4節) (4 sessions)	70名不同職級員工參與課堂，在英國藝術團體More Music創辦人Pete Moser及多名本地專業音樂人的帶領下認識歌唱技巧，以音樂提升團隊精神。 70 staff members from different levels attended lessons taught by Pete Moser, Founder of More Music from the United Kingdom, and local musicians, to equip themselves with singing skills for enhancing team spirit.
	「認知障礙症 — 以人為本的照顧模式」工作坊 Workshop on “Dementia-Person-Centred Care Approach”	27/6 - 4/7/2019 (共兩節) (2 sessions)	13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。 13 professional staff members attended the Workshop to learn about the rationale and care model of “person-centred”, and discussed the application of using “person-centred” care approach through case studies.
	「心靈樂章」音樂治療計劃 — 「伴你音樂」基礎樂理訓練工作坊 Music Therapy Programme – “Bunne Music” Training Workshop on Fundamental Music Theory	27/6/2019	30名員工參與工作坊，學習基本樂理知識，認識Bunne基本樂器的操作方法及不同類型音樂小組的帶領技巧。 30 staff members attended the Workshop to learn basic music theory and skills of using Bunne musical instruments, as well as the skills in conducting different music groups.
	「心靈樂章」音樂治療計劃 — 「伴你音樂」基礎導師第3階證書課程 Music Therapy Programme – “Bunne Music” Certificate Course on Fundamental Conductor Training (Level 3)	5 & 12/7/2019 (共兩節) (2 sessions)	21名員工參與課程，學習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復康人士輕鬆奏出一首樂曲。 21 staff members attended the Course to learn the applied theory, its usage and the unique design of Bunne musical instruments, so as to guide the elderly and people with disabilities to perform music easily through colours and directions.
九龍城/油尖旺/ 觀塘區 Kowloon City / Yau Tsim Mong / Kwun Tong District	腫瘤病患新思維訓練 Training on New Dimension of Oncology Management	9/8/2019	40名專業護理員工參與訓練，以加強對管理腫瘤病患的知識。 40 professional nursing staff members attended the Training to strengthen their knowledge of oncology management.
	處理兒童對抗性行為問題工作坊 Workshop on Handling Children with Oppositional Defiant Disorder	27/9, 4 & 17/10/2019	48名社工及家舍家長參與工作坊，以提升處理兒童及青少年對抗性行為問題的知識和技巧。 48 social workers and houseparents attended the Workshop to enhance their knowledge and skills in handling children and youth with oppositional defiant disorder.
	食物藝術工作坊 Workshop on Food Art	25/11/2019	25名社工及活動幹事參與工作坊，學習於活動中使用食物藝術技巧來提升心理健康。 25 social workers and programme workers attended the Workshop to learn about the skills to use food art in activities to boost mental health.
深水埗/黃大仙區 Sham Shui Po / Wong Tai Sin District	「預防及處理工作間性騷擾」工作坊 Workshop on “Preventing and Handling Sexual Harassment in the Workplace”	26/8/2019	40名前線員工參與工作坊，提升他們對工作場所性騷擾的認識，以及預防和處理潛在性騷擾個案。 40 frontline staff members attended the Workshop to raise their awareness of workplace sexual harassment, so as to facilitate prevention and handling of potential sexual harassment cases.
	「處理刁難人士之十型人格」工作坊 Workshop on “Managing Difficult Personalities”	22/11/2019	30名專業員工參與工作坊，提升員工面對特殊性情人士時的溝通技巧和自我情緒調適。 30 professional staff members attended the Workshop to strengthen their communication skills and adjust personal emotion when encountering people with difficult personalities.

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沙田區 Sha Tin District	靜觀自我關懷課程 Mindful Self-Compassion Programme	4/4 - 17/5/2019 (共8節及 半天靜修) (8 sessions and a half-day silent retreat)	12名專業員工參與課程，學習及提升「善待自己」能力、培養情緒 抗拒能力及促進自我充權。 12 professional staff members attended the Programme to learn and enhance "Self-Compassion" ability, cultivate emotional resilience and foster self-empowerment.
	表現管理的督導技巧訓練 Training on Performance Management Supervisory Skills	27/6/2019	33名督導級員工參與訓練，學習有效的表現管理督導技巧，以提高 員工的工作成效及效率。 33 supervisory staff members attended the Training to acquire effective supervisory skills of performance management, so as to enhance the effectiveness and work efficiency of staff members.
	「預防及處理工作間性騷擾」訓練 Training on "Preventing and Managing Sexual Harassment in Workplace"	7/8/2019	35名主管級員工參與訓練，加強對有關職場性騷擾法例之掌握，以及 學習預防及處理職場性騷擾的方法。 35 supervisory staff members attended the Training to strengthen their legal understanding of sexual harassment in workplace and learn the methods of preventing and handling workplace sexual harassment.
	「與服務使用者及家屬溝通的技巧」工作坊 Workshop on "Communication Skills with Service Users and Their Families"	12/8/2019	39名員工參與工作坊，認識如何有效地與服務使用者及其家屬溝通， 從而增強員工日常工作的信心。 39 staff members attended the Workshop to learn about effective communication skills with service users and their family members, so as to enhance their confidence in routine work.
	健康管理工作坊 Workshop on Health Management	27/9/2019 (共兩節) (2 sessions)	68名員工參與工作坊，認識紓緩壓力的知識及技巧，以建立健康的 生活模式。 68 staff members attended the Workshop to acquire knowledge and skills in stress-relieving, so as to establish a healthy lifestyle.
	「處理員工的不當行為」訓練 Training on "Managing Inappropriate Staff Behaviour"	12/11/2019 (共兩節) (2 sessions)	40名督導級員工參與訓練，透過短講、示範及分享認識處理員工的 不當行為的方法，以提升員工的督導技巧及信心。 40 supervisory staff members attended the Training to learn the methods of handling inappropriate employee behaviour through talks, demonstrations and sharings, so as to reinforce their supervisory skills and confidence.
	「臨終照顧的溝通技巧」培訓 Training on "Communication Skills on End-of-Life Care"	4/12/2019	30名員工參與培訓，學習如何有效地與臨終院友及家屬溝通，從而 提升員工對關顧臨終院友及其家屬身心社靈需要的敏感度。 30 staff members attended the Training to learn how to communicate effectively with end-of-life residents and their family members, so as to increase their sensitivity to the physical, psychological, social and spiritual needs of the residents and their family members.
大埔/北區 Tai Po / North District	「小區管理」顧客服務工作坊 Workshop on Customer Service of "Small Group Homes in Purpose Built Home"	21/10/2019	35名跨職級員工參與工作坊，提升他們與服務使用者及家屬的溝通 技巧，促進推展「小區管理」計劃。 35 multidisciplinary staff members attended the Workshop to sharpen their communication skills with service users and their family members, facilitating further development of the "Small Group Homes in Purpose Built Home" Scheme.
	水彩畫創作技巧訓練班 Training Programme on Creativity Skills of Watercolour Painting	5/11/2019	26名跨職級專業員工參與訓練班，學習水彩畫的基本技巧，並討論 適合長者創作的主题，以協助長者克服懼怕創作的心理障礙。 26 multidisciplinary professional staff members joined the Training Programme to learn the basic skills of watercolour painting, and discuss suitable creative art topics for the elderly, so as to help them overcome the fear of psychological barriers to creativity.
	精神科藥物工作坊 Workshop on Psychiatric Medicines	13/12/2019	30名護士、保健員、配藥員及社工參與工作坊，透過深化新一代精神 科藥物的知識，促進提升服務質素。 30 nurses, health workers, dispensers and social workers attended the Workshop to deepen their knowledge about the new generation of psychiatric drugs and foster enhancement of service quality.
	「認識醫療紀錄法律責任」工作坊 Workshop on "Understanding of Legal Liability for Medical Records"	8/1/2020	30名護理部員工參與工作坊，加深認識醫療紀錄準則在法律責任下的 要求，並提升撰寫照顧個案報告的技巧和信心。 30 staff members of the nursing department attended the Workshop to better understand their legal responsibilities in medical record standards, and enhance their skills and confidence in writing nursing care case reports.

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荃灣/屯門/元朗區 Tsuen Wan / Tuen Mun / Yuen Long District	地板冰壺一級導師培訓班 Level 1 Instructor Course for Floor Curling	10 & 17/5/2019 (共四節) (4 sessions)	12名員工參與培訓班，經過課堂及實習後成為合資格地板冰壺導師，向服務使用者推廣及教授地板冰壺運動。 12 staff members attended the Course to become qualified instructors through classes and practicum, so as to promote and teach floor curling to service users.
	「應用藝術啟發小組」工作坊 Workshop on “Arts-inspired Group Work Practice”	13/6/2019 (共兩節) (2 sessions)	21名社工及藝術發展主任參與工作坊，學習於小組工作中運用藝術媒介，並透過應用不同的表達藝術模式技巧，了解人本表達藝術對服務使用者的幫助。 21 social workers and art development officers attended the Workshop to learn the use of artistic medium in group work. They also acquired the skills of different expressive art models that could be put to use in understanding how human-oriented expressive art could help the service users.
	「演講魔法」工作坊 Workshop on “Presentation Skills”	9/7/2019	28名職員參與工作坊，通過講解及角色扮演，學習善用圖表進行演說，把資訊妥善傳遞給服務使用者。 28 staff members attended the Workshop to learn some presentation skills with the optimised use of diagrams through elaboration and role play, so as to facilitate effective transmission of information to service users.
	「談話的力量」培訓 Training on “Effective Communication among Frontline Staff”	7/8/2019	32名前線員工參與培訓，透過講解及小組分享，學習有效的溝通技巧，以建立良好的合作和團隊關係。 32 frontline staff members attended the Training to learn effective communication skills through elaboration and group sharing, so as to foster better cooperation and team relationship.
	社企體驗日 Social Enterprises Experience Day	25/10/2019 (共兩節) (2 sessions)	30名專業及管理級員工參與體驗日，藉著與東華三院愛烘焙麵包工房及東華三院煮餸易餸菜包送遞服務的合作，認識東華三院屬下的社會企業及其共融理念。 30 professional and managerial staff members attended the Experience Day to get a better idea of the social inclusive concept of TWGHs social enterprises, through the cooperation with TWGHs iBakery and TWGHs CookEasy Food Packs and Delivery Service.
	「同心同行」訓練計劃 Training Programme on “Being with You”	8/11/2019 (共兩節) (2 sessions)	45名員工參與訓練計劃，於農莊進行體驗活動，學習環保知識，在遊戲中領悟團隊精神的重要，以建立良好的合作和團隊關係。 45 staff members attended the Training Programme, enjoying experiential activities at the farm while learning environmental protection knowledge. Through some games, they also realised the importance of team spirit, as they work together to foster better cooperation and team relationship.
職業安全及健康 委員會 Committee on Occupational Safety and Health	「香港安健院舍確認計劃」成功經驗分享會 Successful Experience Sharing Session on “Hong Kong Safe and Healthy Residential Care Home Accreditation Scheme”	28/6/2019	29名員工參與分享會，並參觀成功獲得認證的院舍，獲益良多。 29 staff members attended the Sharing Session and benefitted from visiting the accredited residential care homes.
	「廚房工作要職安全」工作坊 Workshop on “Workplace Kitchen Safety”	27/9/2019	45名員工參與工作坊，提升在廚房環境工作的安全意識，有助減少廚房工傷意外的發生。 45 staff members attended the Workshop to enhance the safety awareness of working in the kitchen environment, for the purpose of reducing kitchen accidents.
	離地工作安全及梯具使用工作坊 Workshop on Work-above-ground Safety and Use of Ladders	6/12/2019	78名員工參與工作坊，認識離地工作的安全資訊及梯具的使用，有助減少工傷事故。 78 staff members attended the Workshop to learn about work-above-ground safety and the use of ladders to help reduce work injuries.





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策劃及發展部 Planning and Development Section	社企員工退修日 Retreat Day for Staff Members of Social Enterprises	3/5/2019	55名來自不同社會企業的員工參與退修日，透過社會創新個案討論、社企先驅和科技專家的分享，探索社會企業的發展方向。 55 staff members from different social enterprises attended the Retreat Day. Participants explored the future direction of social enterprises, through social innovation case discussion and sharing from a pioneer in social enterprises and technology experts.
	內地社工專業培訓2019 Professional Training for Social Workers in Mainland China 2019	24 - 25/7/2019	與甘肅省民政廳合辦，本院署理社服總主任連同3名資深社工向87名來自甘肅省的參加者，分享社會工作的理念及優質照顧服務的重要元素。 In collaboration with Gansu Provincial Civil Affairs Department, TWGHs Acting Community Services Secretary and 3 experienced social workers conducted the Training for 87 participants from Gansu Province to share the mission of social work and essential components of quality caring services.
	人力資源培訓工作坊 Human Resources Training Workshop	28 - 29/11/2019	60名員工參與工作坊，加強對《僱傭條例》的認識，以準確地計算兼職和定期合約僱員的薪酬福利。 60 staff members attended the Workshop to strengthen their knowledge on the <i>Employment Ordinance</i> , so as to calculate salaries and benefits of part-time workers and employees on fixed-term contracts accurately.