



員工心理及 企業行爲管理技巧 工作坊系列

Professional Workshop Series
on Employee Psychological and
Behavior Management
at the Workplace

介紹

近年全球經濟在短短數年間起伏不定，數年前各大中小企業不斷地開拓商機，但一場金融海嘯叫企業為朝不保夕的危機而煩惱。當所有人都在處理各種挑戰時，人事專家們發現，企業文化和員工心理素質往往是企業轉危為機的重要因素。企業應如何建立成功的文化和培養員工的正向心理，把團隊工作發展得更好及加強企業抗逆力，共同建立共存共榮的心態？

事實上金融海嘯提高了人事管理人員對員工心理服務的認知和需求，員工們會因為各種挑戰產生的負面情緒、困擾或行為，包括任何社會、感情相關、人際關係或個人性格等問題，人事管理人員需要更專業的員工心理輔導能力。本工作坊系列，從職場心理學的角度，運用一套處理員工行為方案，解釋職場的各種主要的人類行為，明白逆境中企業能成功過度的條件、員工成功和失敗的心理因素、如何管理因員工壓力問題所產生的企業風險及如何為企業和員工建立積極和獨有的文化，確立企業不能被模仿的競爭優勢和抗逆力，在業績波動的情況下，企業和員工仍然能發揮最有效率的運作，運籌帷幄。

員工擁有更積極心態和正向心理，都會對企業直接產生很大的影響。他們對企業的方向和決策更有信心、發揮更強的團隊精神、給予企業和團隊更大的認同感、用較樂觀的心態堅持信念等。「員工援助計劃」(Employee Assistance Program - EAP) 及由它所帶出的「企業心理文化」(Organization Psychological Culture - OPC) 是經過多年推行和廣泛被應用的解決方法，自1980年起，美國財富 500 強公司的員工使用 EAP 服務的人數由開始時的12%已增至今天接近100%的使用率。

課程目的

- 解釋職場的各種主要的正負面的人類行為與企業的關係
- 如何管理因員工心理問題所產生的企業風險
- 瞭解員工於壓力下的問題和如何進行風險評估
- 對如何處理員工心理問題支援技術有所了解
- 為企業訂定一套積極心態和「正向心理」的抗逆和積極文化計劃書綱要
- 瞭解流行歐美的「員工援助計劃」的內容
- 瞭解 EAP 諮詢師和運營師的專業資格和企業價值

對象

課程適合有責任提高企業員工積效、效率及操作安全的人士，包括人力資源經理、專業人員及公司內部管理人員；以及為員工提供心理諮詢服務的專業人員。

課程特色

本工作坊由國內、香港及國際企業心理學家、員工輔導專家和企業文化改革專家教授，結合海內外個案的處理手法去展示職場和人員的心理情況。上課以分享、小組討論及角色扮演等方式進行，使學員能理解系統化的員工輔導專業知識與技巧。

1. 認識企業員工心理與行為管理與援助計劃工作坊

EAC-A6750-2013-1-F

介紹

EAP是一個全公司的計劃，由企業為員工提供，使用心理學對人類於工作間的情感和心理的需要和行為提供服務。企業間的EAP服務範圍和目標存在差別。這工作坊為學員提供一個全面的EAP服務的講解和各大國際機構中最流行和最先進的員工心理健康服務模式。學員將學到一個可以為企業和員工提供完整的心理服務模式、它的價值、關鍵技術，主要服務供應商的組織結構和如何選擇服務供應商的方法。

內容

1. 企業的心理健康
 - 企業人性化的一面
 - 管理員工的心理（情感和關係）的成本與效益
 - 輔導、諮詢和指導的常用術語
2. 員工援助計劃 (EAP)
 - 什麼是EAP
 - 員工援助方案的歷史
 - 不斷變化和發展的員工援助方案與適用範圍、重點、內容及目的
 - EAP服務的重點
 - EAP對利益相關者的價值
 - EAP在21世紀獨特價值 (80/90世代員工的需求：以自我為中心的關注和需求、獎勵與懲罰、自尊感、關係等。)
 - EAP在大機構的應用
3. EAP和企業
 - EAP在企業的模式
 - EAP模式
 - 不同模式的強與弱、成本和效益
 - 員工流失成本
 - 缺勤和病假的成本
 - 員工協助方案的成本計數方法
 - EAP於企業的實施和推行
 - 企業的需求評估
 - 從企業價值政策和價值觀開始
 - 建立EAP形象
 - EAP委員會的形成
 - EAP服務的應用（自我推薦或管理轉介）
 - 企業重大創傷事後的處理
4. EAP與員工
 - EAP的諮詢理論與技巧
 - 比較諮詢、輔導、指導、管理、方法、目標和結果
 - 企業輔導員的角色
 - 諮詢模式
 - 諮詢方案成果評估
 - EAP案例概述
 - 員工援助的內容
 - 員工諮詢：濫用藥物、個人財務問題、在工作中人際關係、個人感情危機、工作壓力等
 - 生涯發展：職業發展問題，職業生涯規劃的問題
 - 幫助員工的援助

- 診斷評估：不正常的心理診斷、暴力、自殺的診斷、家庭問題
- 援助策略：治療技術、不同的輔導理論和方法的描述
- 基本的輔導技巧及步驟
- 流行的EAP技術
- 危機處理
- 家庭輔導
- 專業轉介

5. EAP和服務供應商

- 道德的問題和處理
- 服務供應商的結構
- EAP顧問和心理諮詢師

6. EAP的發展趨勢

- 由保險到預防的概念變化
- 由被動到主動預防的概念變化
- 組織的文化
- EAP服務的擴展

日期及時間

2013年3月31日（星期日）

上午九時至下午五時

上課地點

香港管理專業協會
香港中環紅棉路8號
東昌大廈14字樓

課程費用（包括咖啡／茶）

本會會員：港幣二千五百元正

非會員：港幣二千七百元正

可獲優惠減免

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修讀證書頒發

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授課語言

廣東話(輔以專業英語名詞)，中英文講義

導師

朱昆宇先生

中國應用心理學會主席及高級心理諮詢師

2. 員工輔導工作與應用技巧工作坊

EAC-A6751-2013-1-F

介紹

近年工作場所中越來越多人需要應用專業的輔導技巧，因為員工的問題複雜性日益增加，對管理及人事管理人員的專業知識與技能要求已超越了他們的專業，不得不加入心理輔導諮詢的專業技術去管理企業員工和文化。企業都希望能夠診斷和改善員工的行為、情緒和日常的溝通，從而有效地達到公司預期的目標、提高士氣及解決行為問題等。學習員工輔導及心理諮詢技術的知識和應用方法，能夠幫助管理人員提供即時的員工行為支援和作出正確的決定及選擇。

內容

1. 改變他人心理及行為的技巧
2. 心理諮詢與心理治療
3. 選擇短期治療方法的考慮因素
4. 心理諮詢與治療的要素：
 - 諮詢師與客戶所面對的關係
 - 診斷客戶面對的問題
 - 輔導目標
 - 輔導技術
 - 諮詢成果的評價
5. 瞭解香港常用的7種諮詢方法
 - 以客為中心治療
 - 阿德勒諮詢
 - 現實療法
 - 理性情緒療法
 - 行為療法
 - 認知行為療法
 - 格式塔療法
6. 工作場中選擇最有效的輔導方法

日期及時間

EAC-A6751-2013-1-F

2013年4月7日(星期日)

上午九時至下午五時

上課地點

香港管理專業協會
香港中環紅棉路8號
東昌大廈14字樓

課程費用(包括咖啡/茶)

本會會員：港幣二千五百元正

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可獲優惠減免

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修讀證書頒發

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授課語言

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導師

朱昆宇先生

中國應用心理學會主席及高級心理諮詢師

3. 小組輔導和干預技術工作坊

EAC-A6752-2013-1-F

介紹

小組是由個人組成而協同工作，通過某種方式共用一套共同的標準或規範，有共同的目標，相互依存和相互影響的工作群體。大部分時間，管理人員需要通過小組影響個人的行為，組織甚至通過與不同的團體或部門溝通與營造積極的組織文化。擁有小組干預技術以及對不同的團體輔導技能的方法對組織顯得非常重要。這工作坊讓學員掌握與團隊人員互動及影響小組成員的方法，以及提供影響和帶領小組的理論和技巧。

內容

1. 瞭解小組的動態
2. 理解和建構不同的組織
 - 分享小組和支援小組
 - 教育及學習小組
 - 工作小組
 - 成長小組
 - 團體輔導 / 治療組
 - 家庭 / 情侶輔導組
 - 自助小組
3. 如何讓團體有效治療小組內的問題
 - 治療及影響的力量
 - 小組輔導過程
 - 形成小組
 - 大小因素
 - 緩和焦慮
 - 小組結構
 - 小組凝聚力
 - 小組中個人福利保護
 - 帶動小組
4. 了解特別問題小組及處理方法
 - 酗酒者
 - 藥物濫用
 - 離婚家庭中兒童的支援
 - 決斷力的培訓
 - 輔導焦慮障礙

日期及時間

2013年4月14日(星期日)

上午九時至下午五時

上課地點

香港管理專業協會
香港中環紅棉路8號
東昌大廈14字樓

課程費用(包括咖啡/茶)

本會會員：港幣二千五百元正

非會員：港幣二千七百元正

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修讀證書頒發

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授課語言

廣東話(輔以專業英語名詞)，中英文講義

講師

朱昆宇先生

中國應用心理學會主席及高級心理諮詢師

4. 處理員工的消極態度和負面情緒 工作坊

EAC-A6753-2013-1-F

介紹

每個企業都有悲觀主義者、挑剔者、批評家，不願意工作者和造謠者。職場的消極態度是一種企業問題。消極態度可以像病毒一樣的在企業中傳播。它會造成各種的生產力和士氣問題，能破壞當前的操作積效，並且削弱長期增長的潛在問題。人力資源管理人員需要有能力發現這些職場效率的殺手，對症下藥以幫助組織恢復到其正常的階段，幫助員工專心全意地從事他們的工作，完成企業的使命。

這工作坊通過實際的例子和有效的方法，給予學員如何扭轉個人、團隊和企業消極態度和負面情緒的技巧。學員能找出消極態度和負面情緒的根源，並討論解決方案和策略，最終提出如何於企業中預防它的方法。

內容

1. 工作場所消極態度和負面情緒的原因和症狀
 - 消極態度和負面情緒對工作場所的影響
 - 在工作場所中人們如何溝通及傳播消極態度和負面情緒
2. 了解 14 種的消極態度、負面情緒和如何處理他們的方法
3. 快速處理個人和團隊的消極態度、負面情緒和行為
4. 因改變而產生的消極態度和負面情緒
 - 對改變所產生的消極態度和負面情緒的原因
 - 風險、直覺、變化和消極之間的相關性
 - 減少員工對改變的反抗
5. 因為不信任與授權所產生的消極態度和負面情緒
 - 信任問題
 - 信託矩陣
6. 改變組織的規範和文化
 - 用於改變規範的 4 個步驟
7. 消除消極態度和負面情緒的其他方法
 - 發展的學習環境
 - 建立動機需要
 - 創造力
8. 利用積極和正向的心理和態度

日期及時間

2013 年 4 月 28 日 (星期日)
上午九時至下午五時

上課地點

香港管理專業協會
香港中環紅棉路 8 號東昌大廈 14 字樓

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授課語言

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導師

朱昆宇先生
中國應用心理學會主席及高級心理諮詢師



5. 員工認知輔導技巧工作坊

EAC-A6754-2013-1-F

介紹

認知行為療法為工作場所中最常被管理人員應用的心理諮詢技術之一。羅馬哲學家愛比克泰德曾經說過：「人們不是被環境影響，而是被他們對環境的主觀感覺所影響」。認知輔導方法為有需要的員工提供一個框架，讓參與者按照有系統的諮詢過程，利用員工自己世界觀及其人生含義，去解決他們自己的情緒和行為問題。課程主要為學員提供練習輔導技巧的實用內容，當中有角色扮演和輔導模擬。「認知的改變」的主要目標是教導受助者一些克服及解決問題的技巧，及展示如何灌輸抵抗壓力的方法以及人生或工作場所的挑戰。為了提供正面介入方法，工作坊所分享的認知行為方法會提供參加者一些工具去改變受助者的「自我對話」，使成為更適切的行為及想法。

內容

1. 情緒及行為失調
 - 狀況了解
 - 問題行為表徵及分類，例如：抑鬱、焦慮和憤怒
 - 原因及發展
2. 扭曲思想的形成
 - 思想的由來
 - 思想的分類，包括即時想法、規條、核心想法
3. 認知行為治療方法
 - 背景原則
 - 治療過程
 - 練習

日期及時間

2013年5月5日(星期日)
上午九時至下午五時

上課地點

香港管理專業協會
香港中環紅棉路8號
東昌大廈14字樓

課程費用(包括咖啡/茶)

本會會員：港幣二千五百元正
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修讀證書頒發

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授課語言

廣東話(輔以專業英語名詞)，中英文講義

導師

戴惠嫻女士
中國應用心理學會高級心理諮詢師

6. 瞭解心理測試及評估員工心理工作坊

EAC-A6755-2013-1-F

介紹

企業應用心理測試和其他商業的測試越來越流行，例如 MBTI、16PF、Enneagram、DISC和其他許多人格測試。對於他們的應用和利弊，人力資源管理人員需要有更多的專業認識和瞭解。這工作坊讓學員瞭解如何選擇員工問題評估和心理測量，以及教授不同類型的評估員工行為和情緒問題的方法和工具。

內容

1. 瞭解心理測試評估的目的
2. 瞭解有關心理測試
 - 智力測試
 - 工作性向測試
 - 成就力測試
 - 職業生涯相關測試
 - 個性測試
3. 如何選擇和解釋在工作場所的有效評估
4. 緊急情況下在工作場所中的測試
 - 危險性評估
 - 自殺評估
 - 員工應對能力評估

日期及時間

2013年5月19日(星期日)
上午九時至下午五時

上課地點

香港管理專業協會
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非會員：港幣二千七百元正

可獲優惠減免

學員於開課前一個月繳交課程全部費用，每位減HK\$200
同一機構同時報讀二人或以上，每位減HK\$200

修讀證書頒發

學員必須出席所有堂課，方可獲本會頒發修讀證書。

授課語言

廣東話(輔以專業英語名詞)，中英文講義

導師

彭學海博士
中國應用心理學會高級顧問

7. 職業發展心理諮詢工作坊

EAC-A6756-2013-1-F

介紹

除了員工情緒或行為問題外，人力資源專家和管理人員處理最多的諮詢類別是員工的職業生涯規劃，職業生涯規劃輔導能力成為人力資源專業人士和管理人員的必需技能。利用職業生涯規劃，他們可引導員工沿著正確的行為模式，為個人和企業走向更大的成功。專業輔導員能協助個別職業和個人所關心的需要，建立有效的工作方向和發展動力。職業生涯規劃輔導的另一個重要發展因素是協助員工更能適應企業的相應角色，以減少因不適應所產生的壓力和挫敗感。

職業生涯規劃輔導提供專門的知識，包括：初始職業選擇、職業和個人關係問題、工作場所改變適應問題、多向職業生涯困境和維持平衡的生活方式。學員將學到了解職業生涯與其他生活角色之間的關係，並協助員工發現健康工作的生活方式。

內容

1. 了解人與環境的對應 (PEC)：工作滿意度、性格特質、能力和價值觀
2. 職涯輔導員的角色
3. 不同職涯輔導的方法
 - 由性格特質理論至人與環境的對應 (PEF)
 - 認知信息整理過程 (CIP)
 - 尋找“頓悟”和心流理論
4. 職涯輔導面談的技術和步驟
5. 使用職涯輔導作為面試評選的工具
6. 實習：職涯輔導面談
7. 組織心理學：如何使用職涯輔導以鼓勵員工提升表現
 - 輔導問題員工
 - 案例研究
8. 認識心理測試以及應用的場合
 - 心理測試的類型
 - 主持心理測試及試後討論
9. 實習：內部人事部的職業輔導
10. 輔導員的職業道德

日期及時間

2013年5月26日(星期日)
上午九時至下午五時

上課地點

香港管理專業協會
香港中環紅棉路8號
東昌大廈14字樓

課程費用(包括咖啡/茶)

本會會員：港幣二千五百元正
非會員：港幣二千七百元正
可獲優惠減免
學員於開課前一個月繳交課程全部費用，每位減HK\$200
同一機構同時報讀二人或以上，每位減HK\$200

修讀證書頒發

學員必須出席所有堂課，方可獲本會頒發修讀證書。

授課語言

廣東話(輔以專業英語名詞)，中英文講義

導師

劉佩明女士
中國應用心理學會高級心理諮詢師

8. 輔導歷程工作坊

EAC-A6757-2013-1-F

介紹

在工作場所中，很多人的問題未達到臨床心理問題的層次，那些問題大多只是社會行為、人際關係和個人問題所引起的心理和行為問題。人力資源或受過專業訓練的人員如果能作出早期干預，能顯著和有效地改善情況和改正個人行為。這將確保公司能更有效率的運作和提升員工的士氣及工作場所的「敬業」精神。

這個工作坊幫助學員更深刻地瞭解在工作場所尋求輔導的受助者，以及與他們建立專業及適切關係的歷程，學員會學到詳細的輔導步驟及治療過程，得以使用在工作場所，從而提供有效的行為及思想介入方法。

內容

1. 輔導的五個階梯
2. 輔導的二個階段
3. 輔導的八個核心條件
親切、尊重、同理心、真誠、自我表白、具體化、對質、直接
4. 有效果的輔導員的特質
5. 輔導的倫理守則

日期及時間

2013年6月2日(星期日)
上午九時至下午五時

上課地點

香港管理專業協會
香港中環紅棉路8號
東昌大廈14字樓

課程費用(包括咖啡/茶)

本會會員：港幣二千五百元正
非會員：港幣二千七百元正
可獲優惠減免
學員於開課前一個月繳交課程全部費用，每位減HK\$200
同一機構同時報讀二人或以上，每位減HK\$200

修讀證書頒發

學員必須出席所有堂課，方可獲本會頒發修讀證書。

授課語言

廣東話(輔以專業英語名詞)，中英文講義

導師

戴惠嫻女士
中國應用心理學會高級心理諮詢師

導師簡介

朱昆宇先生

朱昆宇先生是中國應用心理學會的主席及高級心理諮詢師，朱先生有超過15年的專業組織和人才發展經驗。作為商業顧問和心理諮詢師之前，朱先生曾是匯豐銀行的組織和人才發展部的副總裁，通用電氣 (General Electric) 的亞太地區質量總監。朱先生的企業諮詢經驗包括：美泰公司、和記黃埔碼頭、香港政府、電訊盈科、九倉有線電視、平安保險、中海集運、中興通訊、中國銀行、無印良品、IT、GOD等。

朱先生是一位國家註冊授權提供員工援助計劃顧問培訓的講師，提供包括員工情緒輔導和組織文化發展的企業項目和專業人員認證工作。在學術上，朱先生擁有4個管理和心理學領域的碩士學位，他也擁有認知治療、心理劇治療法和家庭輔導的證書。朱先生的專業領域包括員工行為改變和組織文化建設等相關工作，為企業和員工提高績效。

戴惠嫻女士

戴惠嫻女士是中國應用心理學會高級心理諮詢師，戴女士具有香港大學社會科學輔導學(優異)碩士、澳洲聖經輔導及家庭治療專科文憑及加拿大病毒高級化驗資格。戴女士更擁有 Prepare-Enrich, T-JTA, DISC 執行師證書、Bowen 家庭系統治療、Ackerman 家庭系統治療、沙維雅模式家庭治療、認知行為治療、精神健康、敘事治療、情緒取向治療、差別/哀傷輔導、藝術治療、果效父母培訓 P.E.T.、兒童遊戲輔導及十二步驟克服沈溺。

戴女士是神學院兼任講師及臨床督導及專業心理諮詢師，專長處理個案種類包括：喪親、哀傷、思覺失調、抑鬱症、焦慮症、強迫症、社交恐懼症、耗盡、上癮問題、性侵犯、性取向、界線混淆、共依存、失戀、墮胎、婚前婚後、外遇、溝通衝突、工作壓力、成長創傷、多代相傳、親子關係及管教、信仰困擾等。

彭學海博士

彭學海博士是中國應用心理學會高級顧問，彭博士是註冊臨床心理學家和會員，於美國心理協會 (APA)、紐約神經心理學協會、香港心理學會和香港醫學會註冊。彭博士的心理臨床經驗包括：臨床心理治療、抑鬱、焦慮、精神分裂症、危機干預、人格障礙、自閉症、ASPERSER、SEN兒童、關係困難、EAP、創傷後精神緊張、法院下令心理評估、指定的行為矯正管理、多動症、自閉症和學習困難改善計畫、心理評估 (IQ、人格、教育、能力、職業)、互聯網及物質沉迷和病態賭博改進方案、神經心理學和心理評估、神經康復和培訓、憤怒管理和養育子女的培訓和言語治療。

劉佩明女士

劉佩明女士是中國應用心理學會高級心理諮詢師，劉女士具有洛杉磯加利福尼亞大學心理學學士學位與輔導專業證書，是英國心理學會 (BPS) 註冊 A&B 心理測評師。曾於 UCLA Neuropsychiatric Hospital 神經及精神科醫院實習，亦在洛杉磯不同的服康機構工作，並提供心理及就業輔導，處理新就業適應選擇及轉換事業方向，認識及提升工作動力，及調合種族工作文化等，配合工業及機構心理學的研究及專業工具令有需要的人士認識並善用自已的長處，協助重整及優化事業方向。輔導專業包括團體心理輔導、跨文化輔導和個人輔導。

劉女士是匯豐銀行區域人力資源招聘主管，管理在中東和比非地區的招募活動，曾負責渣打銀行 10 個非洲國家和人才評估中心的招聘評估、諮詢管理和審查基準訂定工作。

合辦機構

香港管理專業協會

香港管理專業協會為非牟利專業團體，成立於 1960 年，一直積極推廣現代管理知識和技巧的應用，致力參與香港工商管理人才的培訓和發展工作。

管協為香港最具規模的專業管理培訓機構之一，每年開辦各類型管理培訓項目二千多項，修讀者五萬多人。每年共有一千多家香港、中國內地及海外機構贊助他們的員工修讀管協的培訓課程。為了讓香港管理及專業人員有更多持續進修發展的機會，管協致力與英國、美國、澳洲、菲律賓及中國內地的大學和教育機構合辦一系列由本科、碩士以至博士程度的持續高等教育課程。

中國應用心理學會

中國應用心理學會是一法人機構，旨在透過華人社會提供教育和社會服務，推廣心理學知識的學習和應用，從而提升人類心理健康和素質、全人教育、潛能發展、和改善生活素質等多元發展。通過分享、研究和培訓去提高公眾對心理學應用的認識和哨能力，為個人和社會作出貢獻。學會定期舉行會議、專業聯繫、報告、論文、討論和出版物傳播心理學知識。

「中國應用心理學會」是《中華人民共和國人力資源和社會保障部》在香港及澳門唯一授權機構，提供「員工援助計劃」EAP 心理諮詢師及營運師課程和考試。

查詢

查詢、報名及留位，請電 27748501 (客戶服務部) 或以傳真 27748503 聯絡本會。有關課程內容，請致電 27748596 謝嘉惠小姐或 27748526 陳國偉先生。網址：www.hkma.org.hk/exam/eap



INTRODUCTION

In recent years, companies have been facing the fluctuation of global economy and business environment, everybody in the organization is working day and night on different challenges, HR professionals focus their effort on problems of the low morale and high work stress.

The "Financial Tsunami" raises the awareness of HR people about the needs of psychology service and understanding business impact of negative emotion. An emotionally disturbed employee will create negative affection, disturbance and behavior, workshop series including social, emotional, personal and trait related problems at work. HR people need the professional training, support and skills in handling employee psychological challenges.

Through this workshop series, HR people can learn a comprehensive model of handling employee behavior from the occupation psychological angle. At the end of the training, participants can explain different human behavior in the workplace, the critical factors of surviving the unfavorable condition, the psychological factors of success and failure, understand the approach to manage organization risk due to employee work pressure. Participants will also learn the approach to build a motivated workforce and establish.

A positive and self-motivated workforce will have better confidence in the company direction, better team spirit, higher consensus to the team and organization and positive attitude towards change, etc. Employee Assistance Program (EAP) and its executive approach, Organization Psychological Culture (OPC) are well adopted solutions. Starting in 1980s, employees of American Fortune 500 companies using the service of EAP have been increasing from 12% to 100% nowadays.

OBJECTIVES

At the end of the training, the participants should be able to:

- explain different positive and negative human behavior in the workplace and its impact to business performance
- know how to manage corporate risk caused by the employee work-pressure
- aware the impact of work-pressure and have the skill to access the corporate risk
- know the skills of counseling and supporting the psychological problems of employee at work
- establish positive attitude, boosting morale and resilience culture
- understand the American and European contents of Employee Assistance Plan (EAP)
- understand the professional qualification and corporate value of EAP Consultants and Operators in organization

DESIGNED FOR

HR managers and professionals, people who are responsible for productivity improvement and safety in organisation, and corporate counseling personnel.

FEATURES

The workshops are delivered by corporate psychologists, corporate employee emotion management counselors, employee assistance program specialists, and corporate culture change management consultants. It incorporates various cases from mainland, Hong Kong, and international corporations to enable to participants learn how to handle the psychological uniqueness of employees from different cultures. These are intensive and interactive workshops using case studies, feedback scenarios to reinforce the practical application of concepts.

1) Understanding Employee Behavior Management and Employee Assistance Program (EAP)

EAC-A6750-2013-1-F

INTRODUCTION

EAP is a company-wide program provided by organization to employee through the use of psychological understanding of human emotion and behavior at work. The scope and objective of the EAP varies a lot from organization to organization. This program aims at providing a good understanding of the most popular and advance employee mental health services offered in most if not all multi-national organizations. Participants will have a complete view of the psychological programs that can be provided to organization, the value and usage of those services, the critical techniques in the programs, the key service providers, organization structure and the key areas of expertise when selecting them.

Contents

1. Organizational Psychology Health
 - Human side of organizations
 - Cost and benefit of managing employee emotions and relationship
 - Popular terms used in coaching, counseling and mentoring
 - Employee Assistance Program
2. Employee Assistance Program
 - What is EAP
 - Historical perspectives of EAPs
 - The development of EAPs
 - Focus of EAP service
 - Value to stakeholders
 - What EAP in 21st century (knowing 80/90 generation needs: self center concerns and needs, positive re-enforcement instead of punishment, esteem, relationship etc.)
 - EAP in big organizations
3. EAP and Organization
 - EAP Models in Organization
 - EAP Models
 - Strengths and weaknesses, cost and benefit
 - cost of employee turnover
 - cost of absenteeism and sick leave
 - costing of EAPs
 - EAP organization Implementation
 - Organization's needs assessment
 - Start from organization value policy and people value
 - Creation of EAP image
 - Formation of EAP committee
 - EAP service usage (self-referral or managerial referrals)
 - Organizational Trauma - critical incident debriefing
4. EAP and Employee
 - Counseling Skills in EAP
 - Counseling theories and techniques
 - Comparing counseling, coaching, mentoring and managing, approaches, objective and targeted results
 - Roles of counselor
 - Counseling Models
 - Strategies and Result Analysis

- EAP cases overview
 - Contents of EAP Services
 - Individual issues: substance abuse, personal financial issue, human relationship at work, personal relationship crisis, work stress.
 - Career development: planning and developing issues
 - Services of Employee Assistance
 - Diagnostic assessment: abnormal psychology diagnosis, violence, suicidal diagnosis, family issues, work-stress diagnosis, etc.
 - Intervention strategies
 - Intervention provision and techniques
 - Treatment technique
 - Basic counseling skills and steps
 - High light of EAP popular skills
 - Crisis management
 - Family Counseling
 - Referral to external professionals

5. EAP and service provider
 - Ethical issues
 - Structure of service providers
 - EAP and counselors
6. Trends of EAP
 - From insurance concept to prevention concept
 - From passive prevention to active prevention
 - iE Organization Culture
 - EAP extension of client service

Date & Time:

Sunday, 31 March 2013
9:00am - 5:00pm

VENUE

The Hong Kong Management Association
14/F Fairmont House
8 Cotton Tree Drive
Central HONG KONG

FEE (Inclusive of Tea / Coffee)

HKMA Member:HK\$2,500
Non-member:HK\$2,700

Early Bird Discount:HK\$200

(For those who make payment one month before the course commencement date)

Group Discount:HK\$200 each

(For those companies which send a total of two OR more participants to this course and enrol of the same time)

AWARD OF CERTIFICATE OF ATTENDANCE

Certificates of attendance will be awarded to participants who have attended the workshop.

LANGUAGE MEDIUM

Cantonese supplemented with English Terminology.

WORKSHOP LEADER

Mr John Chu
Chairman and Senior Counseling Psychologist of The Chinese Society of Applied Psychology.

2) Counseling Skill in the Workplace

EAC-A6751-2013-1-F

INTRODUCTION

The use of counseling skills in the workplace is getting more popular today because of the changing environment and complexity of human issues. Human resource managers or business managers are expected to be able to lead their staff to deliver the expected results by improving morale and solving behavior problems. Understanding the counseling technique and the application will help leaders to give immediate support.

Contents

1. Technique in helping people change
2. Counseling vs psychotherapy
3. Factors that determine the selection of short-term therapy strategies in the workplace
4. Components of counseling and psychotherapy
 - relationship between counselor and client
 - diagnosis of client problems
 - counseling goals
 - techniques
 - outcome evaluation
5. Understanding the 7 major counseling approaches used in Hong Kong
 - Client-centered therapy
 - Behavior therapy
 - Adlerian counseling
 - Cognitive behavior therapy
 - Reality therapy
 - Gestalt therapy
 - Rational-emotive therapy
6. Selection criteria of the most effective counseling approaches for workplace counseling

Date & Time:

Sunday, 7 April 2013
9:00am - 5:00pm

VENUE

The Hong Kong Management Association
14/F Fairmont House
8 Cotton Tree Drive
Central HONG KONG

FEE (Inclusive of Tea / Coffee)

HKMA Member:HK\$2,500
Non-member:HK\$2,700

Early Bird Discount:HK\$200

(For those who make payment one month before the course commencement date)

Group Discount:HK\$200 each

(For those companies which send a total of two OR more participants to this course and enrol of the same time)

AWARD OF CERTIFICATE OF ATTENDANCE

Certificates of attendance will be awarded to participants who have attended the workshop.

LANGUAGE MEDIUM

Cantonese supplemented with English Terminology.

WORKSHOP LEADER

Mr John Chu
Chairman and Senior Counseling Psychologist of The Chinese Society of Applied Psychology.

3) Group Counseling and Intervention Skills

EAC-A6752-2013-1-F

INTRODUCTION

A group is a collective of individuals who work together and are interdependent in some way, share a common set of standards or norms that regulate their interaction, have common goals, and influence each other. Most of the time, human resources people need to influence the behavior of a group and even work with different groups or departments to build a positive organisational culture. The group intervention skills and different theories of group counseling skills become very important to people leading and implementing group change. This workshop helps understand the group dynamics on group members and explore method to influence people in group setting.

Contents

1. Understanding group dynamic
2. Building and understanding differentiation among groups in organizations
 - Mutual sharing or support group
 - Educational groups
 - Discussion groups
 - Task groups
 - Growth groups
 - Counseling/ therapy groups
 - Family/ couples counseling groups
 - Self-help groups
3. What makes groups therapy effective?
 - Therapeutic and influencing forces
 - The Group counseling process
 - Group forming
 - Cohesion establishment
 - Group size factor
 - Welfare protection of individual
 - Allaying anxiety
 - Group movement facilitation
4. Understanding Special Groups Counseling in workplace
 - Alcoholics anonymous
 - Substance abuse groups
 - Children's divorce support group
 - Assertion training
 - Counseling for anxiety disorders

Date & Time:

Sunday, 14 April 2013
9:00am - 5:00pm

VENUE

The Hong Kong Management Association
14/F Fairmont House, 8 Cotton Tree Drive, Central HONG KONG

FEE (Inclusive of Tea / Coffee)

HKMA Member:HK\$2,500
Non-member:HK\$2,700

Early Bird Discount:HK\$200

(For those who make payment one month before the course commencement date)

Group Discount:HK\$200 each

(For those companies which send a total of two OR more participants to this course and enrol of the same time)

AWARD OF CERTIFICATE OF ATTENDANCE

Certificates of attendance will be awarded to participants who have attended the workshop.

LANGUAGE MEDIUM

Cantonese supplemented with English Terminology.

WORKSHOP LEADER

Mr John Chu
Chairman and Senior Counseling Psychologist of The Chinese Society of Applied Psychology.

4) Managing Workplace Negativity

EAC-A6753-2013-1-F

INTRODUCTION

Every organization has pessimists, fault finders, critics, not-my-jobbers and rumor-mongers. Workplace negativity is emerging as a disease of organizations. Negativity can spread like a virus in organizations, causing productivity and morale problem. They can be the potential threat to undermine current operations and cripple long-term growth. Managers and HR professions need to spot this insidious killer of workplace efficiency and help the organization to recover back to their normal stage and help the employees to engage in their job and company mission. This workshop gives participants practical examples of how to turn around negative individuals, teams, and even organizations. It covers methods to manage individual, team and organization negativity. It will look at the roots of negativity, discuss the strategies for coping with bouts of negativity, solutions to negativity and ultimately the preventive actions for negativity happening in organization.

Contents

1. What is workplace negativity: causes and symptom
 - Impact of workplace negativity
 - How people spread negativity in the workplace
2. Understanding 14 types of negativists and solutions to handle them
3. Quick fixing individual and team negativity
4. Negativity because of change
 - Reasons of negativity on change
 - Correlation between risk, perception, change and negativity
 - Reduce people's resistance to change
5. Negativity because of mis-trust and enablement
 - Problems of trust
 - Trust Matrix
6. Changing the organization's norms and culture
 - The 4 steps process for changing norms
7. Other strategies to eliminate organizational negativity
 - Development of learning environment
 - Meeting motivation needs
 - Creativity in place
8. Leveraging on positive psychology and attitude

Date & Time:

Sunday, 28 April 2013
9:00am - 5:00pm

VENUE

The Hong Kong Management Association
14/F Fairmont House
8 Cotton Tree Drive
Central HONG KONG

FEE (Inclusive of Tea / Coffee)

HKMA Member:HK\$2,500
Non-member:HK\$2,700

Early Bird Discount:HK\$200

(For those who make payment one month before the course commencement date)

Group Discount:HK\$200 each

(For those companies which send a total of two OR more participants to this course and enrol of the same time)

AWARD OF CERTIFICATE OF ATTENDANCE

Certificates of attendance will be awarded to participants who have attended the workshop.

LANGUAGE MEDIUM

Cantonese supplemented with English Terminology.

WORKSHOP LEADER

Mr John Chu
Senior Counseling Psychologist and Chairman of The Chinese Society of Applied Psychology.



5) Cognitive Behavior Counseling Techniques

EAC-A6754-2013-1-F

INTRODUCTION

Cognitive Behavior Therapy (CBT) is one of the most popular counseling skills used in the workplace by human resource people. Roman philosopher Epictetus once said: "Men are disturbed not by things, but by their view of things." CBT model provides a framework for participants to follow relative structural counseling process to help employee in needs to solve their own emotional and behavior problems through conversation working on their meanings of the world. The workshop focuses on practicing counseling skills with lots of role-play and counseling simulation. The workshop teaches participants handling and problem solving skills and shows them how to handle stress, life-time or workplace challenges. It provides participants with tools to change employees' self-talk or self-statement in order to provide positive intervention to more appropriate behaviors and thoughts.

Contents

1. Mood and behavioral disorder
 - Understanding situation
 - The classification and symptoms (e.g. depression, anxiety and anger)
 - The cause and development
2. The development of distorted cognition
 - The formulation of thought
 - The classification of thought, rules, core belief
3. The therapeutic approach
 - Background principles
 - Therapeutic process
 - Practice

Date & Time:

Sunday, 5 May 2013
9:00am - 5:00pm

VENUE

The Hong Kong Management Association
14/F Fairmont House
8 Cotton Tree Drive
Central HONG KONG

FEE (Inclusive of Tea / Coffee)

HKMA Member:HK\$2,500
Non-member:HK\$2,700

Early Bird Discount:HK\$200

(For those who make payment one month before the course commencement date)

Group Discount:HK\$200 each

(For those companies which send a total of two OR more participants to this course and enrol of the same time)

AWARD OF CERTIFICATE OF ATTENDANCE

Certificates of attendance will be awarded to participants who have attended the workshop.

LANGUAGE MEDIUM

Cantonese supplemented with English Terminology.

WORKSHOP LEADER

Ms Doris Tai
Senior Counselor of The Chinese Society of Applied Psychology.

6) Understanding Psychometric Tests and Assessing Employee Problem

EAC-A6755-2013-1-F

INTRODUCTION

Psychometric tests and other commercial testing models are getting more and more popular in the workplace, such as MBTI, 16PF, Enneagram, DISC and many others. Human resource people need to have a more professional view on the applications and understanding of assessing people in the workplace. This workshop provides overview and understanding of how to select psychometric measurements for employee assessments and reviews different types of assessment methods in assessing people behaviors and emotional issues.

Contents

1. Understand the purpose of assessment
2. Understanding Psychological Tests
 - Intelligence Test
 - Aptitude Test
 - Achievement Test
 - Career-Related Test
 - Personality Test
3. How to select and interpret tests at workplace
4. Assessing emergency situations in the workplace
 - Assessment of dangerousness
 - Assessment of suicide,
 - Assessments of client's coping abilities

Date & Time:

Sunday, 19 May 2013
9:00am - 5:00pm

VENUE

The Hong Kong Management Association
14/F Fairmont House
8 Cotton Tree Drive
Central HONG KONG

FEE (Inclusive of Tea / Coffee)

HKMA Member:HK\$2,500
Non-member:HK\$2,700

Early Bird Discount:HK\$200

(For those who make payment one month before the course commencement date)

Group Discount:HK\$200 each

(For those companies which send a total of two OR more participants to this course and enrol of the same time)

AWARD OF CERTIFICATE OF ATTENDANCE

Certificates of attendance will be awarded to participants who have attended the workshop.

LANGUAGE MEDIUM

Cantonese supplemented with English Terminology.

WORKSHOP LEADER

Dr Paul Pang
Senior Counselor of The Chinese Society of Applied Psychology.

7) Counseling for Career Development

EAC-A6756-2013-1-F

INTRODUCTION

Other than employee emotion or behavior problems, human resource professionals find themselves working with lots of counseling of young employee about their career development. The ability in providing career counseling becomes one of the core skill for HR professionals in guiding employee along the correct behavior pattern toward bigger success in organization and better performance. Professional counselors assist individual with career and personal concerns. Another important factor on career development is to assist the employee to fit in the appropriate roles in their career path to minimize the stress level and enhance their feeling of workplace satisfaction.

This workshop provides specialized knowledge including initial career choice, the connection between career and personal problems, adaptations to changes in the workplace, multiple career dilemmas and maintenance of a balanced lifestyle. Participants will recognize the relationship between career issues and all other life roles and assist staff members to discover healthier ways of living.

Contents

1. Understand Person-Environment-Correspondence (PEC)
 - Job Satisfaction Need: personality traits, ability and values
2. Role of Career Counselor
3. Career Counseling Approaches
 - Trait-and-Factor to Person-Environment-Fit (PEF)
 - Cognitive Information Processing (CIP)
 - Finding epiphany and "Flow"
4. Techniques and steps in career counseling interview
5. Practical ways to implement career counseling as selection tools in interview
6. Workshop: running a career counseling session as a counselor
7. Organizational psychology: how to use career counseling to motivate employees and increase performance
 - Different ways to intervene with dysfunctional employees
 - Case studies
8. Understanding psychometric tests and when to use them
 - Types of psychometric tests
 - Administering psychometric tests and feedback session
9. Workshop: running an in-house career counseling session
10. Ethics of career counseling

Date & Time:

Sunday, 26 May 2013
9:00am - 5:00pm

VENUE

The Hong Kong Management Association
14/F Fairmont House, 8 Cotton Tree Drive, Central HONG KONG

FEE (Inclusive of Tea / Coffee)

HKMA Member: HK\$2,500
Non-member: HK\$2,700

Early Bird Discount: HK\$200

(For those who make payment one month before the course commencement date)

Group Discount: HK\$200 each

(For those companies which send a total of two OR more participants to this course and enrol of the same time)

AWARD OF CERTIFICATE OF ATTENDANCE

Certificates of attendance will be awarded to participants who have attended the workshop.

LANGUAGE MEDIUM

Cantonese supplemented with English Terminology.

WORKSHOP LEADER

Ms Paulina Lau
Senior Counselor of The Chinese Society of Applied Psychology.

8) Helping Employees through Counseling

EAC-A6757-2013-1-F

INTRODUCTION

In the workplace, lots of human issues have not reached the level of clinical mental issues. They are mostly social, behavior and personal issues. The early intervention of Human Resource professionals or professionally trained people can make a significant and effective improvement to the situation and individual behavior. This will ensure effectiveness and efficiency in business operation and the employees' morale and well-being in the workplace. The workshop provides insight about employees' seeking counseling assistance in the workplace and the process of establishing appropriate relationship with them and participants will learn the detailed counseling steps and therapeutic process used in the workplace on effective behavior and thinking intervention.

Contents

1. Five levels of counseling
2. The two phases of counseling
 - Diagnosis and Resolution
3. The eight core conditions of counseling
 - warmth, respect, empathy, genuineness, self-disclosure, concreteness, confrontation, immediacy
4. The characteristics of an effective counselor
5. Ethics in counseling

Date & Time:

Sunday, 2 June 2013
9:00am - 5:00pm

VENUE

The Hong Kong Management Association
14/F Fairmont House
8 Cotton Tree Drive
Central HONG KONG

FEE (Inclusive of Tea / Coffee)

HKMA Member: HK\$2,500
Non-member: HK\$2,700

Early Bird Discount: HK\$200

(For those who make payment one month before the course commencement date)

Group Discount: HK\$200 each

(For those companies which send a total of two OR more participants to this course and enrol of the same time)

AWARD OF CERTIFICATE OF ATTENDANCE

Certificates of attendance will be awarded to participants who have attended the workshop.

LANGUAGE MEDIUM

Cantonese supplemented with English Terminology.

WORKSHOP LEADER

Ms Doris Tai
Senior Counselor of The Chinese Society of Applied Psychology.

WORKSHOP LEADERS

Mr John Chu

Mr John Chu is Senior Counseling Psychologist and the Chairman of The Chinese Society of Applied Psychology. Mr Chu has been involved in his career as professional expert of Organization and People Development for over 15 years. Before working as business consultant and counselor, Mr Chu worked for HSBC as Vice President in the department of Organization and People Development, and General Electric as Asia Quality Director in Asia Pacific region. Mr Chu's business consultation experience includes but not limited to the Hong Kong Government, PCCW, Wharf Cable TV, Hutchison Terminal, Mattel, Ping On Insurance, CSCL, ZTE, Bank of China, Muji, IT, GOD etc.

Mr Chu is a registered professional trainer of Employee Assistance Program including emotion counseling and program design of organizational culture development. He holds four Master degrees in areas of management and psychology. He is also a certified trainer in Cognitive Therapy, Psychodrama, and Family Counseling. Mr Chu is well experienced in handling employee behavior and organization culture to improve individual and organization performance.

Ms Doris Tai

Ms Doris Tai is Senior Counselor of The Chinese Society of Applied Psychology. Ms Tai holds the Master Degree with distinction in Counseling, the University of Hong Kong, Advanced Diploma in Christian Counseling and Family Therapy, University of Nations, Australia, and Advanced Registered Medical Technologist in Virology, Canada. She also owns the certificates in Prepare / Enrich, TJTA - Taylor-Johnson Temperament Analysis, DISC, Bowen Family System Therapy, the Ackerman Approach, the Satir Model Family Therapy, Cognitive Therapy, Certificate Course in Mental Health, Narrative Therapy, Emotional-Focused Therapy, Bereavement Counseling, Grief Theory, Art Therapy, Parent Effectiveness Training, Play Therapy, and 12-step overcome addiction.

Ms Tai is a speaker and supervisor at bible seminars and professional counselor specializing in handling cases involving bereavement, loss, grief, schizophrenia, depression, anxiety, obsessive compulsive disorder, social phobia, burn out, addiction, sexual abuse, sexual tendency, rebuild damaged boundary, codependency, break-up, abortion, dating, premarital and marital counseling, affairs, divorce, communication skills and conflict resolution, stress, childhood trauma, trans-generational patterns, parenting, Christianity issues.

Dr Paul Pang

Dr Paul Pang is Senior Counselor of The Chinese Society of Applied Psychology. Dr. Pang (Psy.D.) is the registered clinical psychology and affiliate of American Psychological Association (APA), New York Neuropsychological Association and Hong Kong Psychological Society and Hong Kong Medical Society. Dr Pang is experienced in clinical psychotherapy, depression, anxiety, schizophrenia, crisis intervention, personality disorder, autism, asperser, SEN children, relationship difficulty, EAP, PTSD, psychological/court-ordered assessment, designated behavior modification/management, ADHD, autism & learning difficulty improvement program, psychological assessment (IQ, personality, education, competency, vocation), internet, substance addition and pathological gambling program, neuropsychological and psychological assessment, Neuro-rehabilitation and training, anger management and parenting training, speech therapist.

Ms Paulina Lau

Ms Paulina Lau is Senior Counselor of The Chinese Society of Applied Psychology. Ms Lau graduated at University of California, Los Angeles (UCLA) with Bachelor degree in Psychology and certificates of counseling including group counseling, inter-cultural counseling and individual counseling. She is registered Psychometric Assessor at the British Psychology Society (BPS) at Level A&B.

Ms Lau is lead recruiter for HSBC Regional Resourcing, manages recruitment activities in Middle East and North Africa region. She had also managed the assessment center of Standard Chartered Bank and the international program on assessment consultation and reviewing benchmark with recruitment managers and clients from 10 African countries.

ORGANISATION

The Hong Kong Management Association

Established in 1960, The Hong Kong Management Association is a non-profit-making professional organization dedicated to providing Hong Kong with the management training and skills it needs to succeed.

As one of the largest providers of management training and education in Hong Kong, it offers annually over 2,000 programmes at all levels to more than 50,000 participants. Each year, more than 1,000 local, Mainland China and overseas organizations sponsor their staff to the training programmes offered by the HKMA. The Association also has close ties with a number of overseas universities from Australia, the UK, the USA, the Philippines and the Mainland China in offering offshore programmes in Hong Kong. These programmes include Bachelor's, Master's and Doctoral degrees in various management areas.

The Chinese Society of Applied Psychology

The Chinese Society of Applied Psychology is the only accredited organization in Hong Kong to provide China EAP and Psychological Counselor certification trainings and examinations in Hong Kong and Macau. All members in the organization are certified psychologists, counselors or mental health service providers. The objective of the society is to facilitate the learning and application of knowledge of psychology in promoting the well-being of mankind through provision of quality training and certification programs in Chinese society.

ENQUIRIES

For course enquiries and reservations, please call customer Service Department on 2774-8501 or via fax 2774 8503. For course details, please contact Ms Doris Tse on 2774 8596.

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國家專業資格認證考試課程

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