

人事管理專業認證



中華人民共和國



**專業員工心理輔導顧問**

Professional Employee Psychology Counsellor

**企業員工情緒管理師**

Corporate Employee Emotion Management Consultant



**國家專業資格認證考試課程**



合辦機構

**HK** 香港管理專業協會  
**MA** THE HONG KONG MANAGEMENT ASSOCIATION



中國應用心理學會  
THE CHINESE SOCIETY  
OF APPLIED PSYCHOLOGY

# 專業員工心理輔導顧問及企業員工情緒管理師

## 中華人民共和國國家專業資格認證考試課程

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### 介紹

自 1980 年起，美國財富 500 強公司的員工使用「員工援助計劃」Employee Assistance Program (EAP) 服務的人數由開始時的 12% 增至今天近 100 % 的使用率，歐美國家都了解到提升員工心理素質對企業帶來的好處，企業為員工提供 EAP 服務，幫助員工在工作或個人生活中面對各種挑戰而產生的負面情緒或困擾，包括任何社會性、感情相關、以至人際關係或個人性格等的問題，都可透過 EAP 服務得到幫助。企業更會透過「企業心理文化」Organization Psychological Culture (OPC) 項目主動建立積極和獨有的企業文化，以確立獨特的競爭優勢。

近年全球金融海濶對員工做成的壓力和年輕員工較高的流失率等問題，都對企業直接產生影響，內地工廠接二連三的工人自殺事件的出現，加快了企業對 EAP 的認知和需求，他們都關注員工在工作場所中的心理素質和情緒狀況，急需解決員工的壓力及負面情緒。典型的 EAP 服務會由企業人事部門策劃，通過使用專業員工心理輔導顧問公司、社會服務機構或私人執業心理醫生等之合作方式提供服務。部份企業亦會培訓一部份員工擔任最前線的心理諮詢服務和預防工作。

由於 EAP 和 OPC 心理服務的需求日益增長，EAP 輔導員的治療和管理技能需要專業化的培訓和認可。因此，自 2010 年《中華人民共和國人力資源和社會保障部》提供 EAP 諮詢師和 EAP 營運師兩個專業資格認證培訓及國家認證考試，以確保 EAP 心理服務的品質和標準。

### 專業員工心理輔導顧問(國內稱「員工援助計劃諮詢師」)

專業員工心理輔導顧問是掌握 EAP 核心技術的顧問專家，能對企業管理者進行專業員工心理輔導服務的諮詢和培訓工作。他們擁有心理諮詢能力和背景，員工經轉介或自薦後，專業員工心理輔導顧問能對員工進行個人問題評估，就員工個人表現問題進行輔導或激勵。專業員工心理輔導顧問一般會為企業進行各種類型的活動或講座，提升企業人員的心理素質，建立較高的效率和團隊精神。

### 企業員工情緒管理師(國內稱「員工援助計劃營運師」)

企業員工情緒管理師對 EAP 服務內容有深入的了解，他們掌握員工情緒管理於企業推行的不同模型的知識，能有效地為企業推薦合適的員工情緒管理架構和模型。員工情緒管理會對企業的服務需求進行分析，制定相關和合適的員工情緒管理方案，為企業和員工帶來最大的效益和福利。在推行員工情緒管理的企業中，企業員工情緒管理師會監控服務的使用和質素，從服務使用情況和企業需要等多方面調整員工情緒管理服務內容，以提升企業的效益和減低風險。

### 課程目的

- 瞭解專業員工心理輔導顧問及企業員工情緒管理師工作的範圍、限制和價值
- 不同 EAP 企業服務的形式及它們的利弊
- 成功實施 EAP 的因素
- 工作場所的人類心理問題認知
- 簡介 EAP 評估方法
- EAP 服務的道德考慮
- EAP 專業輔導人員的一般治療干預措施和技術
- 提供員工輔導服務

### 課程特色

本課程由內地及香港跨國企業的心理學家、員工輔助專家和企業文化改革專家教授，結合兩地和國際企業個案的處理手法去展示職場員工心理特點。

### 授課語言

廣東話（輔以專業英語名詞），講義為簡體字，但考試可以繁體字作答。

## 課程內容

- 1. EAP 國際通用基礎**
  - 概念和模式
  - 核心技術和功能
  - EAP 的工作領域
  - 專業員工心理輔導顧問及企業員工情緒管理師職能
- 2. EAP 在組織及管理層面的應用**
  - 企業風險管理
  - 人力資源管理
  - 中層管理者
  - 企業文化
  - 團隊建設
  - 績效管理
- 3. 專業員工心理輔導顧問的培訓及技術應用 (員工援助計劃諮詢師部份)**
  - 諮詢核心
  - 短程焦點治療技術
  - EAP 常見案例
  - 特殊問題轉介
  - 認知行為在 EAP 的應用
- 4. 企業員工情緒管理師 (員工援助計劃營運師部份)**
  - 組織保障體系
  - 商務體系
  - EAP 項目管理
  - 質量控制
  - 報告體系
  - 流程管理
  - 宣傳促進策略
  - 檔案管理
- 5. 項目協同工作**
  - EAP 流程及情境實戰訓練

## 適合修讀人士

本課程適合有責任提高企業人員工作效能、效率及安全操作的人力資源經理及專業人員、專業輔導人員和公司內部 EAP 管理人員、以及為僱員提供心理諮詢服務的心理顧問。

### 企業員工情緒管理師

- 企業內部員工情緒管理專員
- 企業內部員工情緒管理項目管理者
- 企業人事經理及人事專家
- 有關於企業內部推行員工情緒管理之項目經理

### 專業員工心理輔導顧問

- 從事專業員工心理輔導顧問
- 企業內部心理專家
- 教育醫療行業專業人士
- 有志從事員工心理輔導服務的心理諮詢師

## 上課日期及時間

EAP-A0178-2013-1-F

星期日

2013年6月9, 16, 23, 30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

## 考試日期及地點

另行通知

## 課程費用

會員：HK\$16,000

非會員：HK\$16,500

## 考試費用

「員工援助計劃諮詢師」專業資格認證考試費 HK\$3,200

「員工援助計劃營運師」專業資格認證考試費 HK\$3,200

## 證書

學員通過考試合格將獲《中華人民共和國人力資源和社會保障部》就業培訓指導中心頒發「員工援助計劃諮詢師」或「員工援助計劃營運師」專業證書。

## 證書價值

證書由中國政府人力資源和社會保障部就業培訓指導中心頒發，是唯一國家級 EAP 實務技能培訓證書。根據《職業教育法》的相關規定，該證書可作為員工心理、情緒心理諮詢及輔導的從業憑證。

## 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

請於辦公時間致電 27748500；查詢課程詳情請電 27748596 謝嘉惠小姐或 27748526 陳國偉先生。

網址：[www.hkma.org.hk/exam/eap](http://www.hkma.org.hk/exam/eap)

# **Professional Employee Psychology Counsellor and Corporate Employee Emotion Management Consultant Examination Scheme**

## **The Ministry of Human Resources and Social Security of the People's Republic of China**

### **INTRODUCTION**

A newly emerging phenomenon and awareness has been developing in Asian workplace in recent years. It is the concerns of psychological well-being of workers in the workplace, one of the major issues under the Employee Assistance Program (EAP). Since 1980s the numbers of U.S. workers having access to EAP services has increased from 12% to nearly 100% in year 2010 among the Fortune 500 firms. The rapid expansion and growing need of EAP was acknowledged by the suicide incidents of workers in mainland factories in the past few years.

EAP refers to the program that provides direct service to an organization's workers who are experiencing many different types of problems in their personal or work lives, including the social, emotional and relationship issues, and problems encountered at the workplace and individual personal environment. Typical EAP services are offered in a work-related context either through on-site services or contract arrangements with professional employee psychology counsellors, social service agencies, or private practitioners. The services of EAP includes but not limited to organization work-stress and risk assessment, individual and group counseling service, family counseling, employees' physical and mental health seminars and workshops, 24-hour hotline service, psychological knowledge training and referral services. Because of the growing need on EAP and psychology service at work, the demand on professionalism of treatment and management skill on professional employee psychology counsellors became prominent. The Ministry of Human Resources and Social Security of The People's Republic of China 《中華人民共和國人力資源和社會保障部》 sees the need to provide the professional training and certification examination to ensure the standard and quality of EAP psychology service at the workplace. The training and the examination of EAP Counselor and EAP Administrator provided by the Chinese Society of Applied Psychology in Hong Kong and Macau are exclusively approved, certified and endorsed by the Ministry.

### **OBJECTIVES**

Upon completion of the programme, participants will be able to:

- understand the work, limitation and value of Professional Employee Psychology Counsellor (namely EAP Consultant in China) and Corporate Employee Emotion Management Consultant (namely EAP Administrator in China)
- know the different models of EAP and their strengths and weaknesses
- state the factors for successful implementation of EAP
- relate the psychological theory to human problems at the workplace
- understand the EAP Assessment
- consider the ethical issues of EAP service
- apply EAP counselor's general treatment and the techniques on cases
- provide counseling services to employees

### **FEATURES**

This program is delivered by corporate psychologists, corporate employee emotion management counselors, employee assistance program specialists, and corporate culture change management consultants. It incorporates various cases from the Mainland, Hong Kong, and international corporates. Participants will learn how to handle the psychological uniqueness of employees from different cultures.

### **DESIGNED FOR**

- HR managers and professionals who have the responsibility in enhancing the effectiveness and efficiency of human resources management and the psychological well being and safety of their staff.
- Employee psychology counsellors and corporate internal employee emotion management administrators who provide counseling service to employee and want to be certified with the PRC national qualification of EAP Counselor or EAP Administrator.

### **AWARD OF CERTIFICATE**

Certificate of attendance will be awarded to participants who have attended the whole course. Certificate of EAP Consultant or Administrator will be awarded to participants who have completed and passed the exam provided by The Ministry of Human Resources and Social Security of The People's Republic of China 《中華人民共和國人力資源和社會保障部》.

### **METHODOLOGY**

This workshop is conducted on both lecturing and participative basis. The sessions will consist of discussions, individual and group exercises.

### **LANGUAGE MEDIUM**

The language of instruction will be in Cantonese and supplemented with English terminology. Examination material and notes will be in Simplified Chinese. However, the examination is in Traditional Chinese.

## CONTENTS

- 1. EAP Foundation and International Practices**
  - Definition and models of EAP
  - EAP core functions and techniques
  - EAP service provision models
  - The roles and responsibilities of professional employee psychology counsellor and corporate employee emotion management consultant
- 2. Application of EAP in Organization and Management**
  - EAP and corporate risk
  - EAP and human resource management
  - EAP and mid-management
  - EAP and corporate culture
  - EAP and team development
  - EAP and performance management
- 3. EAP Counseling Skill (Professional Employee Psychology Counsellor training session)**
  - Core skills of EAP counseling
  - Manage EAP counseling
  - Short-term counseling
  - Most frequent cases in EAP services
  - EAP referral services
  - Use of cognition in EAP counseling
- 4. EAP Administration (Corporate Employee Emotion Management Consultant training session)**
  - EAP organization structure
  - EAP commercial structure
  - EAP program management
  - EAP quality control
  - EAP reporting system
  - EAP process management
  - EAP promotion strategy
  - EAP file management
- 5. EAP case study and workshop**
  - EAP practical workshop

## JOINTLY ORGANISED BY

### **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 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.

## ENQUIRY

For enquiry, please call our Customer Service at 2774-8500. For course details, please call 2774-8596 Ms Doris Tse or 2774-8526 Mr Ronnie Chan.

Website: [www.hkma.org.hk/exam/eap](http://www.hkma.org.hk/exam/eap)