

Chapter Five 第五章

STAFF TRAINING AND RELATIONS

Training and Development

Our staff force has always been the Department's most valuable asset. We aim to train and develop staff so that they can contribute their best to achieve the mission of the Department. Training areas covered professional knowledge, management skills, language and communication skills and customer service skills.

Professional training is vital for ensuring service quality. During the year, arrangements were made for 99 officers to attend training and attachment programmes in places outside Hong Kong while departmental sponsorships for local courses were received by 1 520 officers. Overseas and local experts were invited to conduct seminars and lectures, benefiting 4 250 officers.

Citizens' awareness of disease prevention and control is increasing. To better prepare professional staff for communicating with the public, including handling media's enquiries, several training programmes titled "Foundation Course on Emergency Management Training", "Presentation Skills cum Questions-handling Tips for Professional Staff", "Media Training Course for Professional Staff", etc. were held in 2007, reaching out to almost 130 officers.

Providing quality client-oriented service has been an important goal of the Department. Since 2005, the handling of complaints has been decentralised from Headquarters to individual Services and Branches. A series of relevant training, e.g.

人員培訓及職員關係

培訓及發展

一直以來，衛生署十分重視人力資源，並致力使員工得到適當的培訓和發展，使能盡展所長，實踐部門的使命。培訓範圍包括專業知識、管理技巧、語文及傳意技巧和顧客服務技巧。

專業培訓對確保優質服務非常重要。年內，衛生署共安排了99名人員前往內地和海外實習及參加培訓課程，而由署方贊助在本港受訓的人員則有1 520名。衛生署又邀請海外和本地的專家主持講座及研討會，受惠同事高達4 250人次。

隨著市民對疾病預防和控制意識的提高，衛生署亦加強專科同事在訊息發放方面的訓練。有關課程包括「緊急應變管理基礎課程」、「面對傳媒工作坊」、「演講及答問技巧培訓講座」等，在二零零七年共培訓了近130名同事。

衛生署一直致力提供優質及顧客為本的服務。處理投訴的工作已於二零零五年開始從中央集中跟進推及至個別服務處直接處理。此外，署方舉辦了一連串「以顧客為本—服務技巧培訓工作坊」等

“Client-oriented Service Skills for Frontline Staff” training workshops, was organised to facilitate frontline colleagues in adapting to the ever-changing work environment and acquiring practical knowledge and skills in communicating with their clients. There was an attendance of 110 front-line staff in such workshops held in 2007.

With regard to enhancement of practical language skills, a training programme titled “Special Putonghua Tuition for DH” was arranged for a group of directorate officers with the support of the Civil Service Training and Development Institute, Civil Service Bureau. Furthermore, over 20 doctors benefited from a three half-day “Writing with Impact” English writing workshop during the year.

To equip staff with the required professional competencies and maintain a high professional standard, the Department strives to support continuing professional development. The Department continues acting as the accredited provider and administrator of the Continuing Medical Education (CME) Programme for practising doctors who are not taking CME programme for specialists. The Department has also continued to be accredited by the Dental Council to be the provider and administrator of the Continuing Professional Development (CPD) Programme for practising dentists. The CME/CPD programmes aim to encourage practising doctors/dentists to pursue continuous learning.

Apart from departmental allocation, other training resources were utilised. During the year, 12 officers were granted full-pay study leave to take up training programmes funded by the World Health Organization and other training sponsorships. Besides, 4 025 officers attended courses organised by the Civil Service Training and Development Institute. Regarding learning by electronic

相關的訓練課程，協助前線同事適應不斷轉變的工作環境及掌握有關和顧客溝通的實務知識和技巧。在二零零七年內，共有110名前線同事接受了相關的訓練。

在加強語言溝通技巧的環節上，衛生署在公務員事務局公務員培訓處的協助下，為高層同事開辦了「衛生署普通話特別導修課」。本署亦為超過20位醫生同事舉辦了一班三個半天的英文寫作訓練課程，藉以提升他們寫作的感染力。

衛生署竭力支持專業持續發展，以使員工具備應有專才及維持高專業水準。衛生署繼續為「普通科醫生延續醫學教育計劃」認可的課程提供及執行機構。另外，衛生署繼續獲得牙醫管理委員會委任為「牙科醫生延續醫學教育計劃」的課程提供及執行機構。上述兩項計劃均為鼓勵執業醫生/牙醫持續進修而設。

衛生署在本身的撥款以外還運用其他培訓資源。年內，有12名人員獲批全薪進修假期，修讀由世界衛生組織及其他機構贊助的培訓課程。另有4 025名人員參加由公務員培訓處主辦的課程。網上學習方面，本處共有1 095位同事於二零零七年內完成了由「公務員易學網」所提供的網上學習

mode, 1 095 officers of this Department successfully completed web courses on the “CLC Plus” in 2007.

Striving for excellence, the Department will continue to develop best training and development practices to achieve continuous improvement in its professionalism and service quality.

Staff Relations

The Department places great emphasis on effective communication between staff and management through various channels of consultation. In addition to the Departmental Consultative Committee and five Grades Consultative Committees which meet quarterly, special meetings and briefing sessions are held on a need basis. We encourage staff's suggestions to enhance the quality of services. To help our staff cope with stress and anxiety arising from work pressure and personal problems, the Department has appointed a professional agency to provide hotline counselling service. Besides, the Staff Relations and Subvention Unit and Staff Club also organised various sports and recreational activities, including ball games, visits, picnics, interest classes, the Staff Club Annual Dinner and the Family Fun Day, round the year to strengthen organisation cohesiveness and team spirit. The Department keenly supported fund raising activities of the Community Chest and other charitable organisations. The Departmental Volunteer Team also actively promoted volunteer activities of the Department.

課程。

為達至卓越成效，衛生署將努力不懈，訂立培訓和發展的優良典範，以不斷提升員工的專業質素及改善服務水平。

職員關係

衛生署十分重視管職雙方保持有效的溝通，並提供多個協商渠道。除了部門協商委員會及五個職系協商委員會每季舉行會議外，署方亦會在有需要時召開特別會議及舉辦簡報會。署方又鼓勵員工就改善服務質素方面提出建議。為了協助員工處理工作壓力及個人問題所引致的緊張和焦慮，署方委託了專業機構提供僱員輔導熱線服務。此外，職員關係及補助事務組和職員聯誼會在年內亦舉辦了多項體育及康樂活動，包括各類球賽、參觀活動、旅行、興趣班、職員聯誼會周年聚餐及家庭同樂日等，藉以加強部門內部的凝聚力及團隊精神。衛生署熱心支持公益金和其他慈善團體的籌款活動。衛生署義工隊亦積極推動署內的義工服務活動。