

The Hong Kong Council of Social Service
香港社會服務聯會

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HKCSS Institute

A Training and Resource Institute for NGOs

Prospectus 課程手冊

2008 April - 2008 August
二〇〇八年四月 - 二〇〇八年八月



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Foreword 前言

HKCSS Institute A databank for training and knowledge sharing 培訓和分享知識的資源庫

It is the first anniversary for the HKCSS Institute. We are glad the Institute is well-received by the Sector. In the past year, over 1,000 staff members from more than 100 Welfare NGOs participated in 100 training programmes, involving total number of 11,500 hours. These figures suggest that the HKCSS Institute has been a powerful platform for NGO training and knowledge management, which contributes to building greater capacity for the sector to provide better best services for the public.

The HKCSSI facilitates cross-sectoral partnership. Board members and heads of NGOs have gathered with CEOs from business sector in our "CEOs meet CEOs luncheons" to share management experience and learn from each other. In coming term, we have invited Mr. Shih Wing Ching, Chairman of Centaline Group, Mr. Sim S. Lim, Citi Country Officer, Hong Kong and Mr. Tang King Shing, Commissioner of Police, HKSAR to share how corporate and government department prepare for challenges through managing the change of culture.

The HKCSSI inspires innovation. The existing service model may not be able to cope with complicated social problem in the ageing society. We need new ideas and new concepts in responding to various challenges. We collaborate with the International Federation on Ageing and the Hong Kong Polytechnic University to organize a Forum on "Social Innovation and Business Insights - Get Prepared for an Ageing Population".

The HKCSSI nurtures human resources. The pressures for frontline workers in NGOs are high, supervisors and team leaders always face the dilemma when making extra demands from their subordinates. This year the "HR Forum for NGOs 2008 - Mastery of Stress with your Teams" will focus on stress management with team members. We have invited Dr. Tsang Fan Kwong to provide practical tips for supervisors who find their team members too stressful. Mr. Ronald Fung will also share his strategy to build a happy and satisfying working life.

HKCSSI promotes knowledge management. The KM Forum in November last year was a great success. We will continue to collaborate with the Hong Kong Polytechnic University to organise a Certificate course in this area, for colleagues to understand how KM benefits the enhancement of service quality.

The HKCSS will organise a great variety of forums, courses and visits. NGOs are most welcome to refer their staff members to attend these programmes. We would like to give special thanks to our partners, including Citi, AR Consultant Services (H.K.) Ltd., BC Reinsurance Ltd., CLP Holdings Limited, CPA Australia, Hong Kong Institute of Human Resource Management, Hong Kong Police Force, Hong Kong Trade Development Council, The Hong Kong Polytechnic University, The Open University of Hong Kong, International Federation on Ageing, The Hong Kong Social Workers Association, etc. Your supports make HKCSSI a cross-professional and a cross-sectoral platform for stronger and more capable NGOs.

HKCSS Institute 成立剛好一年，我們很高興學院已取得社會福利業界的認同。去年，超過100間社福機構1,000多名員工參與 HKCSS Institute 100項活動，合共超過11,500小時。從這些數字，可見 HKCSS Institute 已成為非政府機構培訓員工、管理知識的平台，亦標誌著社會服務界致力提昇專業能力，為市民大眾提供更優良的服務。

HKCSS Institute 促進跨界別交流。通過「總裁對談系列暨午餐會」，社會服務機構董事會成員、機構主管，與其他界別總裁聚首一堂，分享管理經驗，彼此學習。這學期，我們邀請了中原集團主席施永青先生、花旗集團香港區行長林森成先生、香港警務處處長鄧竟成先生，分享不同的機構文化對企業及政府部門面向挑戰的重要性。

HKCSS Institute 誘發創新。尤其面向人口高齡化，固有的服務模式難以應付未來複雜的社會問題。我們需要的是新角度、新思維、新觀念，以回應不一樣的挑戰。我們將與國際老年聯盟及香港理工大學合辦「社會創新與商機—預備高齡化社會的來臨」研討會，集合社會服務界、商界與學術界，孕育創新意念。

HKCSS Institute 滋潤人力資源。非政府機構前線員工的工作壓力沉重，往往令主管在要求提升團隊工作效能時陷入兩難局面。這學期的「社福機構人力資源管理研討會2008：有效解構員工情緒健康」特別針對員工的壓力管理。我們邀請了曾繁光醫生提示主管一些有效方法處理下屬壓力過重的問題。馮兩努先生亦會跟大家分享他的策略，以建立一個愉快滿意的工作環境。

HKCSS Institute 推動知識管理。去年十一月的知識管理論壇，業界反應熱烈。我們再次與香港理工大學合作，舉辦知識管理的證書課程，讓業界同工了解如何通過知識管理提昇服務質素。

這學期，HKCSS Institute 還將舉辦各式各樣的研討會、課程、參觀活動等，歡迎業界機構推薦員工參與。我們特別要多謝有關的伙伴機構，包括：花旗集團、德和保險顧問（香港）有限公司、銀和再保險有限公司、中電控股有限公司、澳洲會計師公會、香港人力資源管理學會、香港警務處、香港貿易發展局、香港理工大學、香港公開大學、國際老年學會、香港社會工作人員協會等。你們的支持，讓 HKCSS Institute 成為一個跨專業、跨界別的學習平台，讓社會福利界不斷進步。

陳智思 Bernard Chan
主席 Chairperson

方敏生 Christine Fang
行政總裁 Chief Executive

Honorary Advisors 榮譽顧問

The HKCSS Institute demonstrates the NGOs' commitment to become a vibrant and creative sector. NGOs are foundation of a caring and just society. An effective, efficient and competent social service sector would surely contribute to a cohesive, just and sustainable society. In working with professional bodies, academic institutions and social service organisations, the HKCSS Institute plays a key role in knowledge management and resource accumulation for the NGO sector.

HKCSS Institute 展示了社會服務界與時並進，自強不息的活力。社會服務機構是關愛和公義社會的重要基石，一個具成效、富專業能力、有效率的社會服務界，肯定可以為社會帶來和諧、公義和可持續的發展。HKCSS Institute 通過與累積專業團體、學術機構、前線服務單位的伙伴合作，在促進社會服務界知識、智慧和資源方面，扮演著不可或缺的角色。



The Hon. Bernard Chan
Chairperson, The Hong Kong Council of Social Service
陳智思議員
香港社會服務聯會主席



Mrs. Pamela Chan, BBS, JP
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Mr. Y.F. Hui, OBE, JP
許賢發太平紳士

HKCSS Institute Steering Committee 導向委員會



HKCSS Institute facilitates the teaching and sharing of professional knowledge, ideas and experience among practitioners, managers and leaders of the social service sector dedicated to make Hong Kong a better society.

Hong Kong demographics and family structure are changing rapidly. Together with the integration and closer cooperation with our motherland, our social service sector is under pressure to expand capacity and to improve quality of services to meet the increasingly complex and demanding needs of our society. Under this background, HKCSS works with local and international professional and academic bodies to provide education to practitioners and leaders to enhance their knowledge, accountability, efficiency and effectiveness in their respective area of expertise. In the process, I hope we can develop sustainable, effective and practical social service models and databases that will serve our community well. Leveraging on our success, I am certain that we can make important contributions to the social development of Hong Kong and Mainland China.

Dr. David Fong Man-hung (Chairperson)
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About HKCSS Institute

The Hong Kong Council of Social Service (the Council), together with its over 320 Agency Members, not only promote the social welfare service development in Hong Kong, but also strive for building a welfare sector that is highly accountable, efficient, effective and responsive to social needs so as to uphold the long-term sustainable development of society and the well-being of our citizens. In today's dynamic and competitive environment, one of the key factors to bring our mission to life is continuous development and updating through lifelong learning.

In celebration of the 60th Anniversary of the Council in 2007, HKCSS Institute (HKCSSI) is established bearing the mission of Enhancing Professionalism, Promoting Competencies. HKCSSI promotes life-long learning in the Sector through trainings, seminars, symposiums, scholarships and recognition scheme with an aim to foster the growth and development of NGO practitioners' and the Council's Agency Members.

香港社會服務聯會(社聯)與其320多間非政府社會服務機構會員推動更完善的社會福利發展及服務，亦致力在本港建立一個具高度問責性、有效率、具成效、能照顧社會需要的社會福利界，以維護社會的長遠持續發展和市民的福祉。要在充滿挑戰、變數繁多的社會中實現我們的願景，與時並進，持續進修是實現理想的重要一環。

2007年適逢社聯慶祝創立60周年，HKCSS Institute 的成立，以提升專業、促進效能為使命，鼓勵社會服務界及其從業員成為學習形的群體，以面對專業路上的不同挑戰。

學院致力於社福界中推動終身學習，為機構提供卓越管理的知識基礎。學院通過提供高質素的中短期進修機會、講座、研討會、獎學金及嘉許計劃等，協助業界從業員自我提升及促進機構服務效率，並提供卓越的服務及管理。

Vision and Mission 願景及使命

To excel as a lifelong learning platform and a cross professional knowledge building centre for the NGO sector and NGO practitioners in NGO management and service delivery.

致力成為社會服務界中卓越的終身學習平台及專業知識交流中心，以跨界別的知識推動業界之服務及管理，促進效能。

Services of HKCSS Institute HKCSS Institute 提供以下服務



Seminars & Forums 研討會及講座

Seminars and forums will focus on sharing of experience and wisdom among service supervisors, managers, senior executives and board of directors. Experts and CEOs of public and business sectors will also be invited to share their experience and insights.

針對社會服務機構專業督導、管理人員、行政主管、董事，提供不同主題的研討會及講座，並邀請外界專才、企業行政管理人員分享不同經驗。活動以經驗交流及智慧分享為主。

Certificate Courses 證書課程

Certificate courses are provided in partnership with academic institutions and professional organizations to meet the strategic needs of the NGO sector. The curriculum, which integrates cross-professional knowledge and practical wisdom of NGOs, will be evidence-based. There are also development of case studies, practical tools and learning kits.

與專業團體及學術機構合辦證書課程，針對社會服務機構的策略需要，有系統地開拓課程內容，引入專業技術及知識，融合實務經驗智慧，發展出以實證知識為本、理念及實務並重的專門課程。當中，包括開發實務個案研究、實踐工具及教學材料。

Professional Enhancement Courses 專業提昇課程

Professional enhancement courses will be provided in collaboration with social service organizations in promoting sharing of good practices. The courses target to help front line to mid level staff to enhance professional competence and reflect on their practical experience.

與社會服務機構合辦各類專業提昇課程，鼓勵業界分享卓越的實務經驗。這些課程針對社會服務機構的前線或中層專業人員，幫助他們提昇專業技能，整理實務經驗。

Intensive Courses & Short Courses 精讀及短期課程

Intensive courses and short courses will be provided for NGO practitioners to enrich their creativity, vision and personal competence.

為社會服務從業員提供多元化的短期進修及學習機會，幫助他們提升個人能力，開拓廣闊視野，培養靈活創意。

Customised In-house Training 機構內部培訓課程

The Institute will provide customised management training programmes upon request from NGOs. The purpose is to enable individual to have tailor-made workshop to meet specific needs and requirements. The service includes course design and arrangement of trainers.

學院按機構所需，為機構提供內部訓練課程服務，目的乃為機構提供度身訂造的服務，以迎合個別機構所需。服務包括課程編製及導師安排。

Cross-Sectoral Partnership and Support

跨界別合作與支援

The Institute promotes and facilitates cross-sectoral professional knowledge building by partnership and collaboration with tertiary institutions, professional bodies, business organisations and social service organisations to support the offering of training courses, seminars, incentive schemes, etc for the development of the social welfare sector.

HKCSS Institute 提倡跨界別的合作及專業知識交流，與多間專上院校、專業學會、工商機構及社會服務機構建立伙伴合作關係，以其專業及/或資源，合作推出不同的課程、研討會及獎勵計劃，以推動終身學習，支持香港社會福利界的發展。



CPA Australia 澳洲會計師公會

CPA Australia is the largest professional finance, accounting and business body in Australia and the sixth largest accounting body in the world with more than 117,000 members.

CPA Australia's vision is to position members as the choice of employers and clients, valued by the community as leaders in their profession. Its primary role is to support members through education, training and technical advice that maintain their professional competence as well as add value to their professional development, recognition and standing.

The Hong Kong China Division was formally established in 1985 and has a current membership of over 10,000.

澳洲會計師公會是澳洲最大的財務、會計及商業團體，擁有逾 117,000名會員。

公會的宗旨是使會員成為僱主及商業夥伴的首選，並於其所在專業中擔當領導者的角色，從而獲得社會崇高的評價。公會的主要角色是透過提供教育、培訓及技術建議來支援會員，以保持會員的專業水平，為他們的專業發展增值及提升會員的認受性及地位。

澳洲會計師公會香港分會於 1985年正式成立，目前共有超過 10,000 名會員。

Founding Corporate Partner 創院企業伙伴



Citi 花旗集團

As a socially responsible corporate citizen, Citi has been dedicated in contributing back to the communities where we live and work, and implementing programs related to financial education and environmental protection. This belief has also encouraged thousands of employees to join forces in forming volunteer teams across more than 100 countries, contributing their time and talent to non-profit organizations, and lending their hands to the needy to help build better and more harmonious communities. Last year, Citi successfully mobilized more than 60,000 volunteers in over 600 cities to participate in community work on its annual Global Community Day.

花旗集團秉承關懷社群的企業文化，致力推動有關理財教育及環境保護的活動，並且發揚義務精神，鼓勵了全球100多個國家的員工參與義務工作，協助有需要的一群，共建和諧理想的社會。花旗集團在過去舉辦了多項支持本地社群的義工活動，而在去年，一年一度的全球義工日更成功匯聚60,000多名義工於600多個城市身體力行。

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Hong Kong Institute of Human Resource Management 香港人力資源管理學會

As the most representative professional human resource institute in the HKSAR, the Hong Kong Institute of Human Resource Management (HKIHRM), a non-profit making organisation, has a membership of over 4,100 individual and corporate members. Founded in February 1977, the Institute aims at developing and enhancing professional standards in HR management, covering quality, ethics and practices, and to extend the influence of HR professionals, for the benefit of individuals and organisations. The Institute organises a wide range of activities and provides various services to its members and the public, including surveys and researches, multi-level professional training programs, local and international conferences, etc.

香港人力資源管理學會屬非牟利專業團體，成立於1977年，目前個人及公司會員人數超過4,100人，旨在致力發展及提高人力資源管理從業員之專業質素；加強公眾對人力資源管理之認識及提高其影響力。為貫徹其宗旨，學會為會員舉辦不同活動及提供多元服務，例如定期進行多項具影響力之人力資源調研項目、舉辦一系列不同程度之專業培訓課程、大型展覽及會議等。學會亦就人力資源有關事宜與政府或有關機構反映業內意見。

Founding Sponsors 創院贊助



AR Consultant Services (H.K.) Ltd., BC Reinsurance Ltd. 德和保險顧問（香港）有限公司、銀和再保險有限公司



Being local companies in the insurance and re-insurance business owned by Hong Kong people, they have been active in charities in the past years. Realizing the strong impacts of HKCSS's work in enhancing NGO's capacity through their earlier support in its training programme, the companies committed to support the HKCSS Institute, helping it to make the greatest impact to our society.

德和保險顧問(香港)有限公司、銀和再保險有限公司，十多年在本港從事保險及再保險業務，是土生土長的香港人企業。它們熱心慈善工作，積極回饋社會，過去曾支持社聯的培訓課程，因深感有關工作有效提升社福機構的能力，故樂意贊助 HKCSS Institute，讓其工作發揮更大效益。

Partners 合作伙伴（Listed in alphabetical order 按機構英文名稱排列）



CLP Holdings Limited 中電控股有限公司

Founded in Hong Kong in 1901, CLP has evolved from a local company into one of the largest electricity investor-operators in the Asia Pacific region. Over the years, CLP has fuelled the growth of the communities which serves by generating and distributing a highly reliable supply of electricity. Over the past two decades, CLP has expanded the footprint from Hong Kong into mainland China, Australia, India, Thailand and Taiwan.

中電自1901年在香港成立以來，由一家本地公司發展成為亞太區電力行業具領導地位的投資者及營運商。多年來，致力生產和供應穩定可靠的電力，為業務所在地注入源源動力，推動社會成長。過去20年，中電的業務由香港延展至中國內地、澳洲、印度、泰國及台灣。



Hong Kong Trade Development Council 香港貿易發展局

Established in 1966, the Hong Kong Trade Development Council (HKTDC) is the international marketing arm for Hong Kong-based traders, manufacturers and service providers. With more than 40 offices worldwide, including 11 in the Chinese mainland, the HKTDC promotes Hong Kong as a platform for doing business with China and Asia. The HKTDC also organises trade fairs and business missions to connect companies with opportunities in Hong Kong and the mainland, while providing information via trade publications, research reports and online.

香港貿易發展局在1966年成立，致力為香港企業及其世界各地的業務夥伴，開拓商機。貿發局積極推動香港對外的商品及服務貿易，並推廣香港的國際商貿平台的優勢。貿發局在全球設立了40多個辦事處，其中12個在中國內地。此外，貿發局舉辦各行各業的貿易展覽會和商貿代表團，亦出版一系列市場及行業報告，協助港商和世界各地的貿易夥伴加強商貿聯繫。



The Hong Kong Polytechnic University,
The Department of Applied Social Sciences and The Centre for Third Sector Studies
香港理工大學應用社會科學系及第三部門教研中心

The Department of Applied Social Sciences of the Hong Kong Polytechnic University makes significant contributions towards the territory's success by providing the public and private sectors with its expanding range of consultancy, professional training and applied research services relating to the social services administration and NGO management. The Centre for Third Sector Studies (CTSS) of the Department has been set up since March 2004 and is currently carrying research projects and consultancy activities relating to non-profit making and non-governmental organisations including some research projects on Board of Directors of subvented NGOs, Third Sector Landscape Study, Social Enterprise, Evaluation of the CIIF as well as Partnership Fund for the Disadvantaged by various Bureaus or Departments of the Hong Kong SAR Government. Through these activities, the Centre maintains a strong partnership with the government, business and the third sectors in Hong Kong, Chinese Mainland and Taiwan.

香港理工大學應用社會科學系旨在滿足香港社會在人力資源需求的同時，亦積極為公營及私營機構提供社會服務行政及非營利管理之專業顧問、培訓及應用研究等服務。應用社會科學系的「第三部門教研中心」成立於2004年3月，現時教研中心已成功開展幾項與非牟利及非政府組織有關的跨學科、跨界別及跨地域的研究項目。曾被委托之項目包括香港特區政府不同政策局或部門委托之資助非政府機構董事研究、香港第三部門面貌研究、社會企業、社區共享投資基金及伙伴倡導自強評估研究等。透過這些服務，理大與工商界亦建立了緊密的夥伴關係。

The Hong Kong Polytechnic University,
The Department of Industrial and Systems Engineering, Knowledge Management Research Centre
香港理工大學工業及系統工程學系知識管理研究中心

The Knowledge Management Research Centre (KMRC) of the Hong Kong Polytechnic University has been most active in the field of knowledge management in Hong Kong with its high level teaching and training activities; consultancy to the government, business sector and local community, and applied research and strong international collaborations. Currently, there are three foci in the Centre, namely, intellectual capital management, knowledge systems technologies and organizational learning. By adopting an application-oriented approach, the Centre is well positioned to take a leading role in the promotion, research and practice of knowledge management in Hong Kong and the neighbouring region.

香港理工大學知識管理研究中心積極推動知識管理的實踐和研究，並為香港特別行政區政府、工商界及社會各機構提供專業培訓、應用研究及專業顧問等服務。該中心致力發展智慧資本管理、知識管理系統及推動組織學習文化有效地透過嶄新的方法，開發及管理企業的無形資產及促進員工的知識分享。知識管理研究中心將不斷推廣知識管理的應用，鼓勵各機構有效地提升知識資本，從而達至可持續的「知識型經濟發展」。

The Hong Kong Polytechnic University,
The Faculty of Health and Social Sciences
香港理工大學醫療及社會科學院

The Faculty of Health and Social Sciences (FHSS) of The Hong Kong Polytechnic University comprises five Departments and Schools and is home to a wide array of health & social care disciplines and programmes of which some are unique in Hong Kong, i.e. Medical Laboratory Science, Optometry, Physiotherapy, Occupational Therapy, and Radiography. We play a key role in grooming many of the territory's future leaders in health care and human services. FHSS encourages interdisciplinary cooperation and keeps abreast of developments in health and social care through research activities. We also encourage our students to participate in overseas internship or exchange programmes in order to broaden their outlook.

學院由五大學系/學院組成，提供專業及全面的課程，致力為社會培育醫療及社會科學的專業人才。本院鼓勵學系互相合作及進行科研項目，解決醫療健康及社會問題。此外，本院亦鼓勵學生到境外進行實習交流，擴闊國際視野。

The Open University of Hong Kong,
Lee Shau Kee School of Business and Administration, Centre for Business and Professional Communication
香港公開大學李兆基商業管理學院 工商專業傳播中心

The Centre for Business and Professional Communication (CBPC) was established in January 2007 in the Lee Shau Kee School of Business and Administration, The Open University of Hong Kong. As its mission, CBPC strives to enhance the standard of business and professional communication in Hong Kong and areas the centre offers services; provide reference and guidance on business and professional communication through the Internet; organise seminars/conferences on topics relevant to business and professional communication; offer quality training programmes/courses for enhancing business and professional communication competence; offer business and professional consultancy services to organisations to enhance effectiveness in their communications; conduct research in areas related to business and professional communication; and produce publications (such as newsletter, textbooks, reference books, study guides) of high standards.

工商專業傳播中心在2007年1月成立，設於香港公開大學李兆基商業管理學院。中心的使命是致力在香港及其中心提供服務的地區，提升工商專業傳播水平；透過互聯網，提供工商專業傳播的參考資料及指引；組織開辦有關工商專業傳播的研討會及講座；提供優質培訓課程，以提升學員工商專業傳播能力；為其他機構提供工商專業傳播諮詢服務，以提升其溝通效能；在工商專業傳播範疇進行研究；出版高質素刊物（例如簡訊、教科書、參考書及學習指南）。

NGO Partners (April-August 2008) 機構夥伴 (2008年4月至2008年8月課程)
(Listed in alphabetical order 按機構英文名稱排列)



Hong Kong Sheng Kung Hui Welfare Council
香港聖公會福利協會

Hong Kong Sheng Kung Hui Welfare Council is a multi-service organisation, rendering various social services such as child care centre and nursery school, family, counseling and clinical psychology, children and youth, community, elderly, rehabilitation and employment services. The Council also provides training and consultation services to the human service sectors, local and overseas government departments and organisations.

香港聖公會福利協會是多元化之社會服務機構，提供不同類型之服務，包括：幼兒學校及幼兒中心、家庭服務、輔導及臨床心理學服務、兒童及青少年服務、社區服務、安老服務、復康服務、就業服務等。協會亦為業界、本地及海外政府部門及機構提供培訓及管理顧問服務。



International Federation on Ageing
國際老年學會

The International Federation on Ageing (IFA) is a membership based network of organisations, bodies and individuals with a mission to improve the quality of the lives of older people around the world through policy change, grassroots partnerships and strengthening bridges between public and private sectors concerned with ageing issues. The network extends to 62 countries around the world, covering every region and together representing over 45 million older people globally.

國際老年學會(IFA)是一個國際網絡組織，以透過倡導各國改變長者政策、基層協作，加強公私營界別就人口老化問題的合作，來改善世界長者生活質素為宗旨。目前國際老年學會的機構、組織及個人會員來自各個地區共62個國家，代表著全球4,500萬長者人口。



The Hong Kong Social Workers Association
香港社會工作人員協會

The Hong Kong Social Workers Association (HKSWA) was founded in 1949. As a professional body for social workers, its objectives are to foster a high standard of professional practice and ethics of social work in Hong Kong and to concern on matters related to the profession, welfare issues and policies. For the past 55 years, the Association has been active in matters related to the profession development and the well-being of the community. Its fellow members have also contributed a lot to the community by participating in various prominent positions.

香港社會工作人員協會成立於1949年，是香港社會工作者的專業團體。社協一直秉承著提高本港社會工作專業水準的宗旨，不斷強化社工的專業承擔與能力，以及積極參與社會福利事務，從而促進社會福利服務的持續發展，並就有關的社會政策向當局提供意見。過去50多年來，社協經常舉辦各種訓練課程，以提升同工的專業知識和技巧，推動全球社會工作的發展，及將世界各地社會工作專業的最新發展和知識引入香港。



The Tsung Tsin Mission of Hong Kong Social Service Company Limited
基督教香港崇真會社會服務有限公司

The Tsung Tsin Mission of Hong Kong Social Service Company Limited is motivated by the love of God to render services to people from all levels. They have the mission to facilitate the service users to have holistic development psychologically, physically and intellectually. On the other hand, through preaching the gospel of Jesus Christ, it helps users to develop their spiritual life.

基督教香港崇真會社會服務有限公司本著基督博愛精神去關心及服務社群，使接受服務人士在心理、生理及智能上得到均衡的發展。透過各項服務，協助社會各階層人士在不同成長階段中解決困難、啟發潛能、培育正確的人生目標及健全品格，並發揮自助精神。除此以外，崇真會更在服務中發展福音事工，使服務使用者得到靈性上的發展。



總幹事分享篇

由澳洲會計師公會香港分會全力贊助，第三次「總裁對談系列暨午餐會」於2007年10月10日順利舉行，約有70位來自社聯機構會員的機構主管及董事成員參與。協康會董事會獲得香港董事學會2006年度的傑出董事獎，HKCSS Institute 當然把握機會，邀請他們的前主席石丹理教授及現任總幹事曾蘭斯太平紳士為主講嘉賓。當天，浸會愛群社會服務處總幹事曾永強亦是座上客。

文：曾淑儀

曾蘭斯 協康會總幹事

“上下一心 轉危為機”



曾蘭斯(Nancy)作為機構的總幹事，認為是次獲獎全賴執行委員會對員工抱信任態度，同時鼓勵全體同事不斷探索，尋找新出路所致。

基於「整筆過撥款」賦予社福機構的彈性，機構的運作及管理再不能以社署舊有的規範為依歸。故此，委員會須在機構的運作及管治上，提出更清晰、明確的方向及政策。

考慮到員工可能因為資助制度的轉變而產生憂慮，甚或累積負面情緒；在接受「整筆過撥款」前後，Nancy親自到每一個單位與員工直接溝通，了解員工的訴求及想法。她更要求委員會主席出信向員工承諾決不裁員及減薪，以穩定軍心。

另外，在編寫機構的管治手冊初期，委員和員工像瞎子摸象般，茫無頭緒。幸賴社署的指引及外國類似經驗作為參考，加上不斷討論，互相理解，才可制定出現有清晰可行的管治模式。

Nancy表示，由於服務單位只可以接收社署轉介的個案，故不存在收生不足或經費等問題，機構過往無必要去釐定詳細的周年計劃及策略。現在，因應資助制度的改變，便需在財政預算、人力資源運用上，有更完善及周密的安排。

當然，對於同工而言，這還是一條漫長和崎嶇的路。最重要是他們要理解及掌握社會的轉變，與時並進。舉例而言，中心主任以前只需集中精力在提供優質的服務。近年，除日常的工作外，他們還要兼顧財務及人事的安排、對外推廣及拓展新服務等，壓力實在增加了不少。

現今管理一間社會服務機構，Nancy認為要本著企業精神來運作。面對社會的變遷，協康會也增設一些新部門，如企業發展部門及資訊科技部，以提升效率。另外，該會更招聘了專業的人力資源及財務管理人才，以配合機構的長遠發展。

能成為大會的講者，Nancy感到相當榮幸。除了當日討論氣氛熱烈之餘，更有機構特地再約她分享取經。她認為類似的分享會相當重要，一如以往的總裁對談系列，Nancy也可以將別人的智慧，融入機構的日常營運中，同時為社福界注入新元素。

曾永強 浸會愛群社會服務處總幹事

“互相學習 取長補短”



作為機構總幹事，曾永強(Johnny)非常重視對員工及自己的培訓。他選擇參與 HKCSSI 於去年十月舉行的「總裁對談系列暨午餐會」，便是因為主題吸引。

Johnny表示，那時得悉協康會剛獲董事會年獎，認為實在是一個非常好的學習對象。他認為講者能提綱挈領地帶出很多具體例子，如委員會的更替、任期、連任問題等，以至委員會如何和員工配合，也非常有參考價值。

說到革新、求變，每個界別也有一定的困難。要將它視為必然的事去處理，和員工、委員，一同參詳、一同去做，才有成果。Johnny非常欣賞協康精神，認為他們十分理智地處事，看到過往某些室礙機構發展的，便立刻改善。

「有時也要經常提醒自己和委員會，要有同一方向理解機構管治(corporate governance)。委員不是老闆，更不是股東，亦不是以錢著眼。例如委員認為長者服務最重要、其次是宗教，作為總幹事的，便要揉合。尤其要弄清，錢可投放在哪兒。如不可用社署資源來宣教，便要讓委員理解；但如已達標，便又可有更大的彈性及空間使用資源。」

當然，資源的多寡也會做成不同程度的困難，但無論如何也要有溝通，令委員會以至各級員工都明瞭機構的方向、原則，彼此一同面對、一同前進。

提到持續進修，現時的社工除要不斷更新社會工作的知識及介入技巧外，更要學習人力資源管理、財務及資訊科技運用等知識。雖說 Johnny 著重培訓，但他強調貴精不貴多，各項知識夠用便可，以免令同事疲於奔命。

訓練更要取得平衡，除要知道服務新發展外，Johnny說，更要忠於自己的服務，這樣才可掌握第一手資料，還可用作業界間的分享。

美好的時光通常會嫌不夠多，Johnny也認為是次午餐會唯一美中不足的，便是時間不夠，如果可以有多一點討論和意見交流，便更十全十美。

轉危為機篇

去年10月26日，社聯與香港公共關係專業人員協會合辦了「社會服務機構公共關係論壇2007—轉危為機」，共有分別來自70間非政府機構的160位行政人員出席。兩位講者關則輝與蘇淑賢，分別從商界和社福界的角度，分享轉危為機的經驗。這次再請來兩位接受訪問，從不同角度談危機管理的挑戰與關鍵。

文：趙婉薇

關則輝 新創建集團有限公司企業傳訊總經理

“公信力是危機管理的資產”



「機構所建立的公信力，往往是危機管理時的重要資產。這對商業機構或非牟利機構而言，同樣重要。」關則輝道。

相對於商業機構，非牟利機構的運作往往較簡單。然而，關則輝認為，社福機構亦需要提升危機管理能力，包括資訊通傳能力和發報機制。「尤其一旦出現人事或財務管理危機，便會影響機構的公信力，而修復期也會較長。」

事實上，危機管理不等於補救工作，日常提升管理能力和建立公信力，都是提升危機管理能力的關鍵。關則輝認為，危機管理強調反應和決策效率。社福機構一直在相對穩定的環境下提供服務，加上決策過程往往涉及不同委員會，故他認為，社福機構宜加強處事的靈活性和決策的果斷性。

此外，機構不能待危機來臨才尋對策。「要不時以最佳準備，作最壞打算。」至於真正面臨危機時，不論商業或社福機構，首要考慮因素都是人——包括機構員工和客戶或服務受眾。

透過與社福界的交流，關則輝感受到同工的危機管理意識很強，同時渴求相關知識和經驗交流機會。然而，在危機管理上可說是身經百戰的關則輝認為，社福界同工面對的問題均相對簡單及容易處理，未算是真正的考驗。

那麼，若從危機管理及傳訊角度看社福界向政府爭取資源的行動，關則輝有何評價？「這類角力往往是輿論爭奪戰，誰能成功帶領公眾認識問題，並站在自己一方，自然能增加勝算。」關則輝個人認為，社福界是次未能向公眾清晰表達爭取資源的理據。「最重要是讓公眾認同，他們爭取資源的目的，是為提供更佳服務。」

關則輝更向 HKCSSI 提供了不少提升同工危機管理能力的建議，例如：舉辦以個案分析及交流為主的工作坊，以增加參加者的交流機會；開發適用於社福機構的危機管理範本工具，方便同工執行危機管理工作；以至提供平台讓同工分享和交流危機管理最佳實踐個案。

他坦言：「即使彼此服務性質有別，總可在別人的經驗中，找到可供借鏡之處。」

蘇淑賢 香港保護兒童會總幹事

“使用者與傳媒態度添服務壓力”



一筆過撥款機制為社福機構帶來不少挑戰。然而，蘇淑賢(Susan)認為，社福機構要保持危機感，並非完全與一筆過撥款有關。「任何較上軌道的機構，都要做好危機管理工作，以提升管理能力。」

Susan指出，近年社福機構的服務使用者已視本身為消費者，他們強調的已不只是權利，而是權力，部份更透過向服務提供者施壓，以期取得更多

方便或福利。同時，部份傳媒揭秘式的追訪態度，均為社福機構造成頗大壓力。「同工毋須把光環加諸自己頭上，而是應在服務與管理之間取得平衡。社會服務要從受眾的角度出發，致力提供優質服務，但亦不能每事只以服務使用者的喜好為依歸。否則，會因工作壓力過大而流失同工。」

現時，社福機構面對的另一大挑戰，是如何在危機發生前建立正面明確的公眾形象。這樣，即使出現傳媒危機，亦不致造成太大的負面影響。「尤其愈多元化的服務機構，要向大眾清晰而有效地傳遞信息的難度便愈大。要有效地建立正面的公眾形象，大前提是機構本身要有清晰的定位。」Susan坦言，難度最高的傳訊工作，並非對外，而是對內，包括要建立董事與同工對機構定位的共識。

面對目前社會整體的加薪潮，社福機構亦將要面對如何在有限財政資源下挽留人才的挑戰。Susan認為，基於社會服務機構的獨特性，機構內上司與下屬的期望，往往有別於商業機構，不單以金錢衡量職位的吸引力。

自社署實施一筆過撥款後，不少機構已實行不同的薪酬架構；同時，部份機構亦已重組工種及工作流程，並聘用不少半專業人士，分擔專業人士的部分非核心工作。

因此，Susan建議，從知識管理角度看，若 HKCSSI 能舉辦課程或研討會，討論不同機構薪酬福利架構的利弊，相信會是一個有趣的課題；同時，亦可針對機構如何把專業工作重組，善用半專業背景的同事，組成有效團隊提供優質服務這重要課題，提供更多分享及培訓機會。

人力資源篇

隨著社會服務界津助模式的轉變，社工的督導工作已涉獵至人力資源管理範疇。HKCSS Institute 亦因應需要，緊接2007年 6 月份舉行之「非政府機構人力資源研討會2007」，於同年10月至12月為會員機構開辦了「非政府機構人力資源管理證書課程」，還請來資深人力資源管理顧問作導師。兩位導師對社福界的人力資源管理各有不同見解。

文：曾淑儀

黎鑑棠 香港人力資源管理學會會長
“上帝愛世人 老闆愛工人”



「上帝與世人，老闆與工人，是關係分不開。分開了，各自也許不能繼續各自的角色。就因為這樣，雙方更加要愛對方。」這句前輩的話，正好總括黎鑑棠 (KT) 三十多年在業界的經驗。

既然賓主間或多或少也有不同見解的時候，也有時出現不信任的情況，人力資源的同事更要擔當著橋樑的作用，以維繫雙方的融和，令雙方溝通，從而獲得共識及協作效益。要把HR工作做得好，不可只做任何一方的傳聲筒，偏幫任何一方也只會弄得兩面不討好。

回想三四十年前，只有大公司可以聘請專責同事負責人事管理工作，但大抵也沒有很多的策略和方針，只管跟從既定的管治模式。時至今日，社會服務機構和所有大中小企業一樣，面對人力資源管理範疇上的挑戰。

七十年代的HR，KT稱作「手作仔」年代。HR最基本的工作便是做紀錄，如假期、福利等的紀錄，只要紀錄齊全而又跟足公司政策，便算交了功課。KT認為，現時社福界投放在資訊科技的資源並不足夠，至使他們仍停留在「手作仔」階段，

另一方面，社福界近年流失率高企，原因是甚麼？是服務使用者的投訴？是社工們的壓力？還是其他？無論如何也值得探究。

如何令員工滿意、老闆稱心，溝通是最重要的。要互相坦白，沒有猜疑，才可以建立互信的關係。舉行分享會也是其中一個加強溝通、改善員工關係的方法之一。對於社會服務機構而言，可找類似機構來分享所遇到的困局，這樣比HR導師講授，更具說服力。

提到昇華境界的人力資源管理，KT稱：「管理層要了解面對的困難是甚麼？同時亦要了解員工的才能，要有計劃地將員工提升到另一層次。在沒有配套支持下將同事升職，並非好事，必須要有訓練作為後盾才可。對擔當不同管理級別的同事提供培訓，使其能有效地管理及發揮『人力資源』，帶領變革，正是管理層今日首要的工作。」

笑容燦爛、語調溫和的KT令筆者如沐春風，難怪他能成為業界的表表者。相信上過他課的，必定有所得著。

林亢威 資深人力資源管理人員
“北斗星為何做不好HR”



社會工作一直強調以人為本，與人力資源管理同出一轍。為何社工總是搞不好HR，令林亢威 (Weymond) 非常疑惑。

由八十年代開始做義工，接著在九十年代初在社聯、九十年代後期開始在香港大學兼職教書，Weymond開始明瞭箇中原因。歸根究底，是社工們處理不到他們的內心掙扎。

社會工作是helping profession，著重幫助他人，要友善、要照顧別人感受。奈何，人力資源管理卻要求他們以問責為先、重成效，未能達標的員工或要面對轉職，甚或失業的危機。對社工來說，要他們負責這工作實在非常困難。

Weymond笑稱自己並非冷酷無情，不過過去廿多年炒人無數，絕無失眠、懊悔之苦。「有時解僱員工，可能對員工是好事。過去經驗告訴自己，大部分員工是好的，只是入錯行，或是職位錯配。在合理時間內嘗試過所有可行方法，如果終止僱傭關係是對員工自己、對團隊和對機構都有好處的話，也就唯有如此了。試過有人遭自己解僱，我勸他重新檢視自己的志趣，轉投其他行業，結果做得相當不錯，數年後還回來多謝我。」

有時，社福界同業又會有角色衝突。Weymond提醒社工如果身為管理層，便不可只做輔導員，而忘卻了作為上司的角色。Weymond直言，有時社工們也想得太多，認為人力資源管理是很專門的學問，而社福界有自己的特點，所以有很多顧慮妨礙了學習及應用。事實上，Weymond認為HR是“generic knowledge applicable to all industries”，放諸四海和行業皆合用，因為人性大抵也是相同的。

Weymond經常提醒學生，無論是僱主還是僱員，也要擅用試用期。試用期不只是僱主在選擇員工，僱員也要認清該工作是否能發揮自己所長。所以不知不覺間，他也成了就業顧問。

面對 HKCSSI 的學生，Weymond經常被問及處理人事的困難。他並沒有減壓良方，只是行每一步都目標清晰，明白“why doing it”；和仔細行出第一步，“do the right thing right at the first time”，這樣便不用再花時間重做了。

對於針對社福界的人力資源培訓，Weymond認為只要令社工們明白自己在機構的定位，認清角色，再配合社工們專長的人際關係和溝通技巧，相信便無往而不利了。

伙伴合作篇

機構與企業的伙伴合作，對推動社會服務愈來愈重要。有見及此，社聯於去年10月10日至11月9日開辦了一系列9課的「建立有效的商業伙伴合作證書課程」，共有20多位社會服務機構從業員參加。課堂上，多間商界展關懷公司、同心展關懷機構及社會服務機構的代表應邀分享實用知識及經驗。其中的兩位講者跟學員分享與商業伙伴從「邂逅」到發展成持續伙伴的實戰經驗。

文：趙婉薇

林兆秀 基督教香港信義會社會服務部企業傳訊經理
“化偶然為長遠關係”



機構與企業的首次合作，可能只是始於偶然，但如何更進一步發展成持續合作伙伴，才最重要。

林兆秀以基督教香港信義會與嘉華建材的合作過程為例，分享經驗。

「當時，嘉華的員工同樂會希望與我們合作舉辦一個活動，雖然時間緊迫，惟機構本身亦希望藉機會帶動前線同工的發展，亦能藉合作平台將工作清晰化，並可建立網絡基礎，於是促成了首次合作。」

當雙方隨著連串單次活動的合作，慢慢建立了互信後，更合作推出「嘉信童心劃未來」項目。

林兆秀指出，伙伴關係需要技巧去維持和發展。例如，一次簡單合作後，可藉著親往企業致謝，順道介紹機構的服務，並尋找進一步的合作空間。之後，其他合作機會便會自然而來。

「不論是商界或機構，總不能同時與太多伙伴合作，因為合作關係必須建基於項目。問題是服務單位能否同時消化不同合作項目？」因此，林兆秀認為，伙伴要貴精不貴多。

然而，良好的伙伴關係往往有賴前線同事的努力。林兆秀認為，同事的心態較技巧更重要。

「同事必須持開放態度，能接納、理解並相信官商民三方合作，是社會服務的未來發展方向。尤其當前線服務同事提出質疑時，更要堅守此信念，相信機構與商界合作能為受眾帶來裨益；同時，要接受和面對合作過程中的困難，因為社福界與商界的處事方法和程序均不同，必須給予時間和耐性，彼此包容。」

談到針對建立伙伴合作關係的培訓工作，林兆秀認為，除課程外，更需要機構本身的配合。機構內部必須多作分享，引發討論，然後培訓機構才能在外圍針對培訓需要，予以配合。



在環球一體化的趨勢下，要有效地提供社會服務，便必須集合多方的力量。在建立伙伴關係的過程中，建立良好機構形象十分重要。然而，事無人不行。

在與課程學員的溝通中，李玉芝 (Josephine) 發現當中不少是在機構內負責公關、籌款或傳訊工作，而本身並非社工出身的同工，他們往往在工作上遇到不少困難。「他們最大的限制，是本身並不具備社福界背景，甚或根本未能適應社福界的文化。同時，機構給予的支援也未必足夠，令他們除感到孤軍作戰外，更往往因『出師無名』而難以發揮。」

Josephine解釋，企業都希望針對個別項目與機構合作，若同事缺乏社福經驗，便難以構思出具體項目。同時，由於他們在機構內『無權無勢』，以致不容易策動前線同事予以配合。

即使是社工出身的同工，在最初轉職傳訊或協作工作時，亦有可能遇到不少困難和矛盾。「傳訊、協作及籌款工作，往往需要時間去累積經驗和建立網絡，若機構給予的支援不足，這類人才便會很快流失。」

因此，機構的支援和文化，對同事能否成功與公司建立伙伴關係，起著關鍵作用。同時，Josephine認為，同工最重要是找到平衡點，遇上難題便要與上司討論。「最重要的，是明白建立伙伴關係的目標，並非純粹為錢，而是希望有更豐富的資源下，能為創造更美好的香港出一分力。」這個信念，亦是過去數年推動Josephine致力於協作工作的重要力量。

隨著非社工出身而投身社福機構的同工愈來愈多，要幫助他們建立工作所需的知識和技能，避免人才流失，相應的培訓十分重要。Josephine期望，HKCSSI 能繼續開辦相關課程。「記得最初要為同事找相關進修課程時，的確不容易。社聯的優勢，是能從機構角度出發，同時又能邀得企業代表分享經驗。」Josephine更鼓勵學員在完成課程後，繼續保持聯絡，藉以多作交流和建立網絡。

HKCSSI Event Snapshots

活動回顧

The HKCSS Institute has been launched since 2007 as a cross-sectoral learning platform for the social welfare sector. In 2007/08 alone, the Institute has organised around 95 seminars and training courses with many high-level professionals being the speakers or trainers. The NGO participants from various organisations who eagerly shared their agency experience with one another had made the events most impressive and colorful.

HKCSS Institute 自2007年起投入服務成為社福界的跨界別學習平台。在2007/08年度，學院已經舉辦了約共95個研討會及培訓課程，並邀請了很多位資深專業人士擔任講者及培訓導師。來自各社福機構的參加者踴躍地相互分享機構經驗，令這些活動更難忘和生色不少。



Conference on Lifelong Learning for the Third Age 第三齡人士持續學習的真諦研討會

Co-organised with Hongkong Electric Holding Ltd, the conference was held on 1 Sept 07. Around 200 U3A leaders (senior citizens) and elderly service supervisors joined the event.

與香港電燈集團有限公司合辦的第三齡學院研討會於07年9月1日舉行，約有200名來自第三齡學院的長者及長者服務主管出席。



Speakers include Prof. Alfred Chan of Lingnan University (3rd from left), Prof. Zhao Bu-yi of Guangzhou Linghai University for the Aged (4th from left), and Mr. Ian Searle of the Third Age Trust in the UK (5th from left).

講者包括嶺南大學陳章明教授 (左三)、廣州市老人嶺海大學趙不億教授 (左四)，以及英國第三齡聯會的Ian Searle 先生 (左五)。

CEOs Meet CEOs Luncheon Series 總裁對談系列暨午餐會

The luncheon was held on 10 Oct 07. Speakers shared views with the agency heads and board members on striving excellence in NGO stewardship, in particular on how the Executive Committee provides guidance and supports for the management.

午餐會於07年10月10日舉行，講者向機構主管及成員分享社會服務機構之管理心得，並特別講述行政委員會對管理層的領導與支援。



Ms. Nancy Tsang, Director of Heep Hong Society (2nd from left) and Prof. Daniel Shek, Former Chairperson of Heep Hong Society for the Year 04-06 (3rd from left) shared their experience with the participants.

協康會總幹事曾蘭斯太平紳士 (左二) 及04-06年度主席石丹理教授 (左三) 與參加者分享經驗。

PR Forum for NGOs 2007 社會服務機構公共關係論壇2007

Co-organised with the Hong Kong Public Relations Professionals' Association Ltd (PRPA), the forum was held on 26 Oct 07, with the presence of over 160 participants.

與香港公共關係專業人員協會合辦的「社會服務機構公共關係論壇2007—轉危為機」於07年10月26日舉行，共有160多位參加者出席。



Speakers and respondents were from Evangelical Lutheran Church Social Service - HK, HK Society for the Protection of Children, Hospital Authority, Senior Citizen Home Safety Association, the Link Management Ltd, PRPA and NWS Holdings Ltd (from left).

主講及回應嘉賓來自 (左起)：基督教香港信義會社會服務部、香港保護兒童會、醫管局、長者安居服務協會、領匯、香港公共關係專業人員協會及新創建集團有限公司。



KM Forum for NGOs 社會服務機構知識管理論壇

Co-organised with the Knowledge Management Research Centre (KMRC) of PolyU, the forum was held on 20 Nov 07. It aimed at exploring the growing community of knowledge management in the social welfare sector.

社聯伙拍理工大學知識管理研究中心合辦的論壇於07年11月20日舉行。論壇旨在探索知識管理社區在社福界中的持續發展。



Representatives from Department of Health, CLP Power Hong Kong Ltd, the PolyU, the Boys' & Girls' Clubs Association of HK and the Family Planning Association of HK shared their experiences.

來自衛生署、中華電力有限公司、香港理工大學、香港小童群益會及香港家庭計劃指導會的講者分享經驗。

Certificate in Corporate Partnership Building 建立有效的商業伙伴合作證書課程

The course was commenced from 10 Oct 07. Apart from the professional trainers, guest speakers were also invited from the Caring Companies, Caring Organisations and NGOs.

課程由07年10月10日開始舉行。除專業培訓導師外，商界展關懷公司、同心展關懷機構及社會服務機構代表亦應邀擔任講者。



Students presented their "Corporate Partnership Building" proposals to corporate managers of the Caring Companies and received immediate feedback from them.

學員向商界展關懷公司的企業主管提交「與商業伙伴合作」計劃建議，並獲即席回應。



Intake 2 of Certificate in Social Entrepreneurship 第二期「社會企業人員培訓證書課程」

Intake 2 of the Certificate Programme in Social Entrepreneurship was commenced from Oct 07. The training curriculum is developed by a consultancy team with scholars from CUHK, City U, HKBU and HKU.

第二期「社會企業人員培訓證書課程」於07年10月起舉行。來自香港中文大學、香港城市大學、香港浸會大學及香港大學的學者組成顧問小組，負責設計課程內容。



The 13-session course aimed to equip social enterprise practitioners with essential business knowledge and operational skill.

在13節的課堂中，導師向社會企業從業員教授有關商業營運的知識及技巧。

Professional Diploma / Certificate in English and Chinese Writing for Social Service Purposes 社會服務中英文傳意寫作專業文憑 / 證書課程

The course was collaborated with the Open University of Hong Kong. Students were taught on Chinese and English writing skills in handling popular NGO correspondence.

此課程與香港公開大學合作，教授學員有關非政府機構常用公文之中英文寫作技巧。



Ms. Bonny Wong, Head of Charities, The Hong Kong Jockey Club, was invited to lecture on "Writing Project Evaluation Reports".

香港賽馬會慈善事務部主管黃寶兒女士應邀出席分享「項目評估報告寫作」心得。

Making Small NGOs Good and Effective 中小型社福機構效能提升

The course was held on 2 Nov 07 with the generous sponsorship from Hysan Development Ltd. It was tailored for small NGOs' governance and management enhancement.

此課程由希慎興業有限公司贊助，於07年11月2日為中小型社福機構管治及管理效能提升作培訓。



Hysan Development Ltd. supported the course, and Ms. Wendy Yung, the Company Secretary and Head of Corporate Services Division was one of the speakers.

是次課程獲希慎興業有限公司支持，並由公司秘書及企業服務總監容韻儀女士主講部份課程。

Essentials for Crisis Management 危機管理訓練課程

Co-organised with the Institute of Crisis and Risk Management, the course provided students with crisis management skills including prevention and responses to crisis.

與商業風險評估專業協會合作的課程，教授學員危機管理技巧，內容包括預防及應變技巧等。

Dr. Freddie Lee, Chairman of the Institute of Crisis and Risk Management, shared real-life cases with the participants.

商業風險評估專業協會主席李培華博士與參加者以真實個案作分享。



Other courses organised from Sept 07 to March 08 其他07年9月至08年3月已舉辦之課程

Certificate in Human Resources
Management for NGOs
人力資源管理證書課程

Certificate Course in Counseling
Pathological Gambler
病態賭徒心理輔導基礎證書課程

Critical Incident Stress Management:
Group Crisis Intervention
危機事件壓力管理訓練課程 -
小組危機介入

Managing Employee Relations for HR
Professionals & Supervisors
人力資源人員管理員工關係

Use of NLP in Staff Motivation
以 NLP(身心語言程式學)推動員工

Event Planning & Management
活動策劃與管理

Acknowledging Trainers and Speakers 鳴謝導師及講者

Prof. Kevin Au 區玉輝教授
The Chinese University of Hong Kong 香港中文大學
Prof. Alfred Chan Cheung-ming BBS, JP 陳章明教授
Lingnan University 嶺南大學
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List of Seminars & Forums 研討會及講座一覽

- | | |
|--|---------------|
| • HR Forum for NGOs 2008 - Mastery of Stress with your Teams | 21 April 2008 |
| • Staff Empowerment and Succession Planning -
Meeting with Mr. Shih Wing Ching, Chairman of Centaline Group
與中原集團主席施永青先生對談 | 21 May 2008 |
| • Social Innovation and Business Insights - Get prepared for an Ageing Population
社會創新與商機 — 預備高齡化社會的來臨 | 20 June 2008 |
| • Driving Success in a Competitive Environment -
Meeting with Mr. Sim S. Lim, Citi Country Officer, Hong Kong
與花旗集團香港區行長林森成先生對談 | 24 June 2008 |
| • Creating an Unique Caring Culture and Image within your Organisation -
Meeting with Mr. Tang King Shing, Commissioner of Police, HKSAR
與香港警務處處長鄧竟成先生對談 | 17 July 2008 |



HR Forum for NGOs 2008

21 April 2008 (Monday)

Mastery of Stress with your Teams

Are your Team Members Mentally Fit? If not, what can you do?

~ a Forum most suitable for supervisors who find their subordinates too stressful

Introduction

Working in NGOs is demanding. The pressures for frontline workers are especially high, considering the complicated nature of social problems and the increasing expectation from the community. Supervisors and team leaders always face the dilemma when making extra demands from their subordinates. Some of them would become helpless when they find their staff members too stressful for the job requirement. What can they do to relieve the pressure and energize their staff members?

In the HR Forum 2008, we have invited Dr. Tsang Fan Kwong to provide practical tips for supervisors who find their team members too stressful. Mr. Ronald Fung will also share his strategy to build a happy and satisfying working environment. Managers and supervisors from our Agency Members are also invited to share their own experience on the matter.

In addition, there will also be roundtable discussions, which provide HR managers and supervisors opportunities to share wisdom and benchmark practices, especially ways to build employee-friendly working environment.

Details

Date: 21 April 2008 (Monday)
Time: 9:15am - 12:45pm
Target: NGO HR Managers, Centre Supervisors and Agency Heads
Venue: Auditorium, 1/F Duke of Windsor Social Service Building, 15 Hennessy Road, Wanchai, Hong Kong
Medium: Cantonese
Fees: HK\$120
 (early bird HK\$80, HK\$50 @ for 2 persons or above)

Early Bird Date: 10 April 2008

Method of Registration

- ★ Please complete the *Enrollment Form 02 on page 57* together with a crossed-cheque payable to The Hong Kong Council of Social Service by mail for reservation.
- ★ Only the complete set of application will be proceeded on a first-come-first-serve basis.
- ★ A note of confirmation will be sent to the applicants via email one week before the event date. Please contact HKCSS Institute if you do not receive any notification.

Organiser Supporting Organisation



HR Forum for NGOs 2008

Time	Programme
9:15 am - 9:30 am	Welcoming Remarks Ms. Christine Fang Chief Executive, The Hong Kong Council of Social Service Mr. Lai Kam Tong President, The Hong Kong Institute of Human Resource Management
Keynote speech I 9:30am - 10:45am	Practical tips for supervisors who find their team members too stressful Dr. Tsang Fan Kwong MBBS(HK) MRCPsych(UK) FHKCpsych FHKAM(Psychiatry) Specialist in Psychiatry, Castle Peak Hospital
 	<p>As a Specialist in Psychiatry, Dr. Tsang is actively involving in patient care, training and supervision, research, public mental health education and administrative duties. Dr. Tsang is a popular guest and speaker in various TV, radio programs, as well as to various NGOs. He talks about mental health, stress management, parent-child relationship, family and marital relationship, painting, reading and creativity, etc. Dr. Tsang is currently members of Ping Wo Fund Advisory Committee, Committee on Home-School Co-operation and ACAN Sun-committee on Preventive Education and Publicity</p> <p>Respondent: Ms. Au Yeung So Wah Service Director, Hong Kong Sheng Kung Hui Welfare Council</p> <p>Ms. Au Yeung has been a registered social worker for almost 20 years with both clinical and supervisory experiences on social welfare services. Ms. Au Yeung is responsible for supervising the rehabilitation service which is a multi-disciplinary team with 400 staff members to deliver integrated rehabilitation services for over thousand of people with ex-mentally ill, mentally and physically handicapped currently. Since 2002, Ms. Au Yeung has been joining the Staff Caring Team of her agency and provides services to enhance the mental health of the staff members.</p>
10:45 am - 11:00am	Networking Break
Keynote speech II 11:00 am - 12:00noon	Strategy to build a happy and satisfying working life Mr. Ronald Fung Writer, Professional Trainer
 	<p>After graduating from the York University with a Bachelor's Degree, Mr. Fung ventured on with a career in business related programs for Pearl T.V., Hong Kong. He also appeared in numerous documentaries and won many prestigious T.V. awards. In 1999, Mr. Fung was elected Councilman of Hong Kong and served the full term. He has written 70 books in his brief career. Most of them are on business strategies, politics, and motivation. Many business conglomerates in Hong Kong are using his books as paradigms to structure their business dealings.</p> <p>Respondent: Mr. Johnny Tsang Chief Executive Officer, Baptist Oi Kwan Social Service</p> <p>Mr. Johnny Tsang started his social work practice 25 years ago in youth outreaching social work field. Mr. Johnny Tsang joined Baptist Oi Kwan Social Service as Chief Executive Officer in 2007 with mental health as one of the key services. Before that, he was the Executive Secretary, Deputy Chief Executive of Hong Kong YWCA, overseeing a number of self-financed services. Mr. Johnny Tsang has two Master Degrees, one in Social Science (HKU--Criminology) and one in Science (HKPU--Public Sector Management, with credit).</p>
12:00noon - 12:45pm	Roundtable Discussion
	Opportunities for HR managers and supervisors to share wisdom and benchmark practices, especially ways to build employee-friendly working environment.

CEOs meet CEOs Luncheon Series 總裁對談系列暨午餐會

Staff Empowerment and Succession Planning - The Tests for Leaders

Speaker: Mr. Shih Wing Ching

Introduction

Leadership by Empowerment is probably the most important aspect for NGO management, as we value the unique contributions that each employee brings to the organisations in our helping profession. Staff empowerment enables employees to make independent autonomous decisions. It gives employees a sense of trust, importance and capability.

For Mr. Shih Wing Ching, Chairman of Centaline Group, a leader's job is simply to facilitate employees' desire to contribute and to guide that energy. He recognizes the value brought to the organisation by productive and committed employees. He emphasizes on the importance of regular communication and learning circle among his staff force. As leader, Mr. Shih is very conscious to create a nurturing environment in which staff can learn, grow, improve and function effectively.

Mr. Shih had recently announced his plan for retirement and succession, as well as his involvement in philanthropy after retirement.

During the luncheon, Mr. Shih will also share the succession planning in his organisation, which involves training and developing the pool of individuals chosen as candidates to move up in the organisation. By knowing where an individual's strengths and weaknesses lie, how he or she is likely to fit in a new role, and what will motivate this individual, Mr. Shih can make informed decision for the better future of the organisation.

The luncheon is most suitable for CEOs and Board Members from NGOs, who want to nurture staff members' strengths to deliver the best service, and to promote their personal and professional growth.



21 May 2008 (Wednesday)

Time: 12:00noon- 2:00pm
Target: NGO Board Members and Agency Heads
Medium: Cantonese
Venue: Function Room, 5/F Duke of Windsor Social Service Building, 15 Hennessy Road, Wanchai, Hong Kong
Fees: Free of charge

Welcoming Remarks



Ms. Christine Fang 方敏生女士
Chief Executive
The Hong Kong Council of Social Service

Organiser



Supporting Organisation



Speaker



Mr. Shih Wing Ching 中原集團主席施永青先生
Chairman of Centaline Group

Shih Wing Ching was born in Shanghai and brought up in Hong Kong. In 1978, Mr. Shih established Centaline Property Agency Limited, which has now evolved as one of the largest property agencies in the country, employing more than 20,000 staff and involving in a great variety of businesses including property agency, surveying and valuation, personnel consulting services, wealth management, information technology development on property data and internet mapping services.

In 2005, Mr. Shih launched the free newspaper, am730 and is now a columnist giving comments on current issues of the world, sharing insights as an entrepreneur and even life experiences. Mr. Shih also hosts radio programs and frequently delivers speech in tertiary institutions on all sorts of topics about philosophy, economics, management, and even natural science. As Mr. Shih has diversified interests and his analysis is always based on a macroscopic view, he has become one of the most popular commentators in the Hong Kong community.

With keen enthusiasm for the society's development, Mr. Shih participates in various community services and charity works. He is currently the Member of respectively the Hong Kong Housing Authority, the Estate Agents Authority and the Commission on Strategic Development respectively.



Reservation Details

- ★ **Deadline:** 7 May 2008
- ★ **Quota:** 60 seats
- ★ A maximum of 3 seats will be available for each Agency Member
- ★ Reservation will be proceeded on a first-come-first-serve basis
- ★ Please complete the Reservation Form 03 on page 58 and send to the Institute by fax/email.
- ★ A note of confirmation will be sent to the applicants via email one week before the event date. Please contact HKCSS Institute if you do not receive any notification.

Enquiries

Please contact the HKCSS Institute at 2876 2454 or email to institute@hkcss.org.hk

CEOs meet CEOs Luncheon Series 總裁對談系列暨午餐會

Driving Success in a Competitive Environment - The Experience of Citi and Insights for NGOs

cum Award Presentation Ceremony of Individual Awards of
HKCSS - Citi Continuous Learning Recognition Scheme 2007

Speaker: Mr. Sim S. Lim

24 June 2008 (Tuesday)

Time: 12:00noon- 2:00pm

Target: NGO Board Members and Agency Heads

Medium: English

Venue: Banyan Garden, 1/F, The Wesley Hotel, 22 Hennessy Road,
Wanchai, Hong Kong

Fees: Free of charge

Welcoming Remarks



Ms. Christine Fang 方敏生女士

Chief Executive

The Hong Kong Council of Social Service

Board Members
and Agency Heads
of HKCSS Agency
Members are
invited!

Reservation Details

- ★ **Deadline:** 10 June 2008
- ★ **Quota:** 80 seats
- ★ A maximum of 3 seats will be available for each Agency Member
- ★ Reservation will be proceeded on a first-come-first-serve basis
- ★ Please complete the Reservation Form 03 on page 58 and send to the Institute by fax/email.
- ★ A note of confirmation will be sent to the applicants via email one week before the event date.
Please contact HKCSS Institute if you do not receive any notification.

Enquiries

Please contact the HKCSS Institute at 2876 2454 or email to institute@hkcss.org.hk

Organiser



Supporting Organisation



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Speaker



Mr. Sim S. Lim 花旗集團香港區行長林森成先生
Citi Country Officer, Hong Kong

During his 24 years tenure with Citi, Mr. Lim has held a variety of positions in various countries. He started off as a Management Associate with Citi Kuala Lumpur in 1983. He transferred to the Tokyo office in 1987 where he worked on a series of assignments and eventually headed its Corporate and Consumer Bank Treasury. In 1999, Mr. Lim relocated to New York to head Risk Treasury for the Corporate and Investment Banking division in North America.

After a successful assignment in New York, Mr. Lim was seconded as Group Treasurer and Head of Sales & Trading for the Saudi American Bank, based in Riyadh. In October 2003, Mr. Lim returned to Asia as Head of Risk Treasury, Asia Pacific.

Before assuming his current role as Citi Country Officer for Hong Kong, Mr. Lim was Head of Emerging Markets Sales and Trading for Asia Pacific.

Mr. Lim serves as Chairman of the Board of Directors for Citibank Berhad in Malaysia. He is also the Chairman of Citibank (Hong Kong) Limited. Mr. Lim is actively involved in community service and professional organizations. He is a Council Member of Treasury Markets Association and a member of the Banking Advisory Committee of Hong Kong Monetary Authority. He is a Vice-President of The Hong Kong Institute of Bankers and serves as a General Committee Member of Employers' Federation of Hong Kong. He also sits on the Board of The Community Chest of Hong Kong.

Individual Awardees of HKCSS - Citi Continuous Learning Recognition Scheme 2007 are from:

1st Step Association
ADPL Social Service Centre Limited
Baptist Oi Kwan Social Service
Caritas - Hong Kong
Children's Cancer Foundation
Chinese Evangelical Zion Church Social Service Division
Chinese YMCA of Hong Kong
Christian Action
Church of United Brethren in Christ Hong Kong Limited - Social Service Division
Evangelical Lutheran Church Social Service - Hong Kong
Fu Hong Society
Fullness Christian Vocational Training Centre
Helping Hand
Hong Chi Association
Hong Kong Christian Service
Hong Kong Girl Guides Association
Hong Kong Sheng Kung Hui St Christopher's Home
Hong Kong Sheng Kung Hui Welfare Council
Hong Kong Society for the Protection of Children
Hong Kong Young Women's Christian Association
Kwun Tong Methodist Social Service
New Life Psychiatric Rehabilitation Association
Pentecostal Holiness Church Ling Kwong Bradbury Centre for the Blind
Po Leung Kuk
Produce Green Foundation
Rehabaid Society
Renewal in the Spirit Community
Samaritan Befrienders Hong Kong
Senior Citizen Home Safety Association
St James' Settlement
The Boys' Brigade, Hong Kong
The Family Planning Association of Hong Kong
The Hong Kong Down Syndrome Association
The Hong Kong Society for Rehabilitation
The Hong Kong Society for the Deaf
The Salvation Army
The Society of Rehabilitation And Crime Prevention, Hong Kong
The Spastics Association of Hong Kong
TREATS
Tung Wah Group of Hospitals
United Christian Nethersole Community Health Service
Yan Chai Hospital Social Services Department
Young Men's Christian Association of Hong Kong
Youth Outreach



CEOs meet CEOs Luncheon Series 總裁對談系列暨午餐會

Creating an Unique Caring Culture and Image within your Organisation

From law enforcement to community caring - The formula of HK Police

Speaker: Mr. Tang King Shing

Introduction

In many people's minds, the Hong Kong Police Force is simply a law enforcement agent. The Force, however, positions itself as a social service organisation in the community. The Force is actively collaborating with NGOs at district level in offering support for the young people. It also encourages officers to make use of their off-duty hours to serve the elderly, the disabled and other socially disadvantaged groups. The Force has also contracted out services to NGOs, which offers employment opportunities for people with Disabilities. In 2006/07, the Force was the award winner of the "Total Caring Award" presented by the caring company scheme of the HKCSS.

Apparently, the work of the Police Force has gone beyond purely law enforcement. It has placed much emphasis in building a caring culture in its workforce, and has given high priority in developing community relations. With such efforts, the Force has earned great reputation. Independent surveys reported that

85% of the community has confidence in the Hong Kong Police Force. The implementation of the change management process within the organisation for the new image building also fulfilled the ISO9001 requirements of the Hong Kong Quality Assurance Agency.

Mr. Tang King Shing, the Commissioner of Police, will share with us vision on a harmonious and stable society in the CEOs meet CEOs luncheon. In particular, he will share the formula of the Hong Kong Police Force on how the change management process could be made successfully within the organisation so as the caring culture could be extended to develop strong relations with the community.

All CEOs and Board members from NGOs are welcome.



17 July 2008 (Thursday)

Time: 12:00noon- 2:00pm

Target: NGO Board Members and Agency Heads

Medium: Cantonese

Venue: Function Room, 5/F Duke of Windsor Social Service Building, 15 Hennessy Road, Wanchai, Hong Kong

Fees: Free of charge

Welcoming Remarks



Ms. Christine Fang 方敏生女士
Chief Executive
The Hong Kong Council of Social Service

Organiser



Supporting Organisation



Speaker



Mr. Tang King Shing 香港警務處處長鄧竟成先生
Commissioner of Police, HKSAR

Mr. Tang King Shing joined the Hong Kong Police in 1976 as an Inspector and holds a Master's degree in International and Public Affairs.

He spent a large part of his early career in operational duties including attachments to the Police Tactical Unit and the Force's counter terrorist Special Duties Unit before being promoted to the rank of Superintendent in 1986. He was further promoted to Senior Superintendent in 1992 and Chief Superintendent of Police in 1996. During this period he served primarily in the uniform branch with postings as District Commander Airport, Chief Superintendent Special Duty for the 1997 Handover of Sovereignty Ceremonies, District Commander of Mongkok District, as well as Deputy Regional Commander of Hong Kong Island Region.

He advanced to the rank of Assistant Commissioner of Police (ACP) in 1999 and served as ACP Personnel until his promotion to Senior Assistant Commissioner of Police in March 2002, when he became the Director of Operations. He was promoted to the rank of Deputy Commissioner of Police in December 2003 and as Deputy Commissioner of Police (Operations) took over responsibility for all aspects of the operational policing of the Force. His appointment as Commissioner of Police was effective from 16 January 2007.

Mr Tang has attended various enhancement courses in the past years. He is also the first officer to receive the 'Bramshill International Leadership in Policing Award' from the National Police Improvement Agency, UK in 2007.

Reservation Details

- ★ **Deadline:** 3 July 2008
- ★ **Quota:** 60 seats
- ★ A maximum of 3 seats will be available for each Agency Member
- ★ Reservation will be proceeded on a first-come-first-serve basis
- ★ Please complete the Reservation Form 03 on page 58 and send to the Institute by fax/email.
- ★ A note of confirmation will be sent to the applicants via email one week before the event date. Please contact HKCSS Institute if you do not receive any notification.

Enquiries

Please contact the HKCSS Institute at 2876 2454 or email to institute@hkcss.org.hk



Social Innovation and Business Insights

社會創新與商機

Get prepared for an Ageing Population

預備高齡化社會的來臨

Introduction

ONE out of FOUR people in Hong Kong will be aged 65 in next decades. Acknowledging the significance of ageing society and its challenges in nearly all aspects of our society and businesses - housing, transportation, insurance, financing, health, food, personal services, etc - we need new ideas and new concepts to shape the development of new products and services. In the midst of unmet needs, there are opportunities for businesses and partnership with NGOs. The spirit of social innovation is the key to capture those opportunities.

In the conference, dreamers and visionary leaders from NGOs, professionals, academics, businesses and government, local or overseas, will gather and share wisdom. They will inspire participants for innovative ideas - helping them to get prepared for an ageing society.

We are pleased that this conference is jointly presented by HKCSS, International Federation on Ageing and the Faculty of Health and Social Sciences of the Hong Kong Polytechnic University. We are sure that you will find a stimulating conference, offering a wide perspective to make your involvement an interesting one.

Details

Date: 20 June 2008 (Friday)
Time: 9:15am - 5:30pm (Registration starts at 8:45am)
Target: Agency heads, project officers, practitioners and those who wish to explore the challenge and opportunity of elderly service innovation in their own NGOs and business.
Venue: Auditorium, 1/F Duke of Windsor Social Service Building, 15 Hennessy Road, Wanchai, Hong Kong
Medium: Chinese and English
Fees: HK\$450 (early bird HK\$300)
Early Bird Date : 6 June 2008
Coordinator : Ms. Grace Chan (Chief Officer, Elderly Service, The Hong Kong Council of Social Service)
Enquiries: Ms. Yvonne Mak, 2864 2968

Method of Registration

- ★ Please complete the *Enrollment Form 02 on page 57* together with a crossed-cheque payable to The Hong Kong Council of Social Service by mail for reservation.
- ★ Only the complete set of application will be proceeded on a first-come-first-serve basis.
- ★ A note of confirmation will be sent to the applicants via email one week before the event date. Please contact HKCSS Institute if you do not receive any notification.

Co-organisers



Time	Programme
9:15am - 9:30am	Opening Remarks
9:30am - 9:50am	Bottom Up Approach On Hong Kong Plan Of Action On Ageing Ms. Grace Chan (陳文宜女士) Chief Officer, Elderly Service, The Hong Kong Council of Social Service
Keynote I 9:50am - 10:50am	China's Choice Of Social Development Strategies - Response To The Challenge Of Population Ageing Mr. Yan Qing Chun (閻青春先生) Vice-President, China National Committee on Ageing
	Mr. Yan Qing Chun is the vice-president of China National Committee on Ageing since 2005. After he graduated from Jilin University in 1978, he has been the Deputy-Director-General of the Social Welfare and Social Affairs Division of the Ministry of Civil Affairs for 16 years. In 2004, Mr. Yan received the master degree of Education in Qufu Normal University of Shandong Province.
	Trend Of Population Ageing And Healthy Longevity: Demographic Perspective Dr. Karen Cheung Siu Lan (張筱蘭博士) Visiting Scholar, Division of Social Science, The Hong Kong University of Science and Technology
	Dr. Cheung is a demographer specialising in studies of mortality, population health and longevity who was a research associate at the French National Institute of Health and Medical Research (Institut national de la sante et de la recherche medicale, INSERM)/ the Health and Demography team (L'equipe Demographie et Sante). She earned her post-doctoral fellowship at Department of Demography, University of Rome "La Sapeinza", Italy after her PhD at the Hong Kong University of Science and Technology.
10:50am - 11:20am	Networking Break
Keynote II 11:20am - 12:20pm	Making Innovation Part Of The Way We Work- IFA Experience Dr. Jane Barratt Secretary General, International Federation on Ageing
	Dr. Barratt has over 30-year experience in the health, community and aged care, and disability sectors. She has a strong commitment to strengthen the roles and relationships between government, NGOs, academia and the private sector toward improving the quality of life of older people. This commitment has always been driven by her interest and passion in understanding the evolution of ageing issues. More recently, Dr. Barratt has been a strong contributor to the international dialogue on how the social, cultural and physical environments can impact on the lives of older people.
	Nurturing Future Leaders For Preparing Ageing Society Prof. Thomas Wong Kwok Shing (汪國成教授) Chair Professor of Nursing, Dean of Faculty of Health and Social Sciences, The Hong Kong Polytechnic University
	Prof. Wong has a diverse academic and professional background, and has published widely, including more than 100 journal papers, book chapters and books. Throughout his career, Prof. Wong has worked tirelessly to promote the nursing profession and has been a key figure in nursing development in both Hong Kong and mainland China. He is renowned internationally for his work in information and communications technology in health care delivery. He developed the first Telehealth and Telecare System now used in PolyU's Integrative Health Clinics, which has earned worldwide recognition and is much sought after by health care facilities overseas.
12:20pm - 1:00pm	Q&A
1:00pm - 2:15pm	Lunch
Panel Discussion I 2:15pm - 3:30pm	Innovative Learning At U3A Network Ms. Mimi Yeung (楊玉珍女士) General Manager (Public Affairs), Hongkong Electric Holdings Ltd.
	Ms. Yeung has extensive experience in journalism and corporate communication. Putting one of the Company's core values, "Caring for the Community" into practice, she has initiated various community and educational programmes for the elderly and the under-privileged, including a joint venture with HKCSS in establishing Hong Kong's first "University for the Third Age" (U3A) to encourage active ageing, lifelong learning and volunteerism.
	Farm for Healthy Ageing - 原來長者也有“機” Dr. Miranda Chan Lai Foon (陳麗歡博士) Chief Executive, Hong Kong Young Women's Christian Association
	Before taking up the present post, Dr. Chan had worked sequent as the Associate Professor of Social Work Department at The Chinese University of Hong Kong, Charities Manager at The Hong Kong Jockey Club and Chief Executive of The Pok Oi Hospital. Her public services include Member of Social Welfare Advisory Committee, Member of Standing Committee on Young Offenders of the Fight Crime Committee, Member of Women's Commission, Member of Lump Sum Grant Steering Committee, Member of Executive Committee in the HK Christian Council, Board Director of Christian Family Service Centre and Member of Executive Committee in The Society of Boys' Centres.

Time	Programme
2:15pm - 3:30pm	Quality Support To Caregiver: Quality Home Care Mr. Francis Ngai (魏華星先生) Founder & CEO, Social Ventures Hong Kong
	Mr. Ngai works with PCCW Solutions as Assistant Vice President - Strategic Development, and he is also the visiting lecturer in The University of HK and The HK Polytechnic University. As core organizer of the 30S Group, Mr. Ngai has also been actively involved in organizing social services and writing articles in HKEJ, HKET and MingPaoBlog etc. Social Ventures HK, a subsidiary of the 30S Group, aims to provide financial, intellectual, and human capital support to the development of social entrepreneurship. As a pioneer of venture philanthropy, a group of committed young professionals would apply a high-engagement approach to create social impact.
	Ageing Image - Implication On Brand Building Mr. Tommy Li (李永銓先生) Creative Director, Tommy Li Designer & Associates
	Mr. Li is HK's master designer of this generation. Renowned for his bold originality and striking prolificacy, he is praised by "Agosto", a well-circulated magazine in Japan, as an example for up-and-coming designers in the next decade. Mr. Li is also one of the few local designers who can carve out a dual career in both Hong Kong and Japan. In recent years, Mr. Li has won over 450 awards, including totally 4 awards at one go by the New York Art Directors' Club; a total of 37 and 48 awards respectively in the First and Second International Chinese Graphic Design Competition; followed by the Salon Poster Award in France, Gold Poster Award in Mexico, all these made him a paragon among the young designers
3:30pm - 4:00pm	Networking Break
Panel Discussion II 4:00pm - 5:15pm	Active Brain: We Need Active Mind Ms. Grace Lee (李月英女士) Senior Occupational Therapist & Advanced Practitioner in Psychogeriatrics, Kwai Chung Hospital.
	Ms. Lee has been working as an occupational therapist for about 25 years in the mental health field. She pioneered the outreaching service in the community psychogeriatric team since 1993. She edited books on care of dementia and elderly depression. In recent years, she has collaborated with NGOs and the Hong Kong Polytechnic University in organizing innovative projects and researches to promote the mental health of the elderly.
	Workforce Development- Advanced Health Work Mrs. Vega Poon Sung Wai Ting (潘宋瑋婷女士) Senior Lecturer, Department of Child Education and Community Services, the Hong Kong Institute of Vocational Education (Lee Wai Lee)
	Mrs. Poon is a devoted trainer of the workers of Education and Service sectors striving for enhancing professional quality who is with more than 20 years teaching experiences. She is also contributing to the development of the Gerontology Course of the department, including the Higher Diploma in Community Services (Gerontology) and the proposed Professional Diploma in Advanced Health Work (Gerontology).
	Set For Life - Financial Freedom In Old Age Mr. Anthony Man Hong Yee (文康彝先生) BSE (Hons.), RSW, Pro. Dip. in Personal Financial Planning, CFP(CM), Associate Director, Noble Apex Advisors Limited
	Mr. Man is specialized in comprehensive individual and family financial planning, target financial plannings, investment management, e.g. Lump sum investments, periodical savings investment, MPF/ORSO investment management, and investment risk management and insurance plan comparisons. He is also devoted himself to deliver financial education to the public.
	Protect The Elder Against Fraud Mr. Patrick Ke Ka Keung (祁家強先生) Detective Inspector, Hong Kong Police Force
	Mr. Ke is the Senior Inspector of the Regional Crime Prevention Office of the Police. His major role is to offer assistance and advices to the incident victims on prevention of crimes. Mr. Ke has served in the Police Force for 21 years and worked in crime units for more than 10 years. Currently, Mr. Ke is handling 4 main projects on crime prevention, including Anti-Telephone Deception, Anti-Vehicle Crimes, Anti-Domestic Burglary and Anti-Youth Crimes.
Conference Recap 5:15pm - 5:30pm	Successful Ageing : Shaping Tomorrow Today Mr. Ngai Kong Yiu (倪江耀先生) Chairperson, Specialized Committee of Elderly Service, The Hong Kong Council of Social Service
5:30pm	End of Programme

The scheme aims at encouraging NGO practitioners to participate in the training and experience sharing activities organised by HKCSS and HKCSS Institute. The Awards symbolize the social service sector's enthusiasm in enhancing professionalism and promoting competencies so as to deliver quality service to the public. There are awards for individuals and organisations, both learners and sharers will be recognized.

計劃鼓勵社會服務界從業員參與由社聯或 HKCSS Institute 舉辦的進修及經驗分享機會，標誌著社會服務界致力提昇專業能力、促進機構效能，為市民提供優質服務，在香港維持一個有活力和不斷進取的社會服務界。計劃設個人及機構獎勵，進修者及知識傳授者同獲嘉許。



Title Sponsor:



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Organiser:



Awards for Organisations

- Participated organisations must be Agency Members of HKCSS.
- Organisation which has the highest number of hour-points gained by its staff or committee members from the courses or designated activities of HKCSS Institute or HKCSS from November 2007 to October 2008 (the Scheme year) will be awarded.
- According to the 6 membership fee categories of HKCSS Agency Members (which reflects the scale of organisations as shown in the chart below), an award will be conferred to an organisation in each category. There are 6 awards in total.
- Each awarded organisation will be awarded with a total of HK\$10,000 cash and course coupons. It includes cash sponsorship of HK\$6,000 for use in staff welfare activities and course coupons of HK\$4,000 for the 08/09 courses of the HKCSS Institute.

Awards for Individuals

- Participated individuals must be staff or committee members of the Agency Members of HKCSS, which have registered for the Awards for Organisation of the Scheme.
- Individual will be awarded if s/he has participated in the courses or designated activities of HKCSS Institute or HKCSS in the Scheme year and has accumulated 24 hour-points (1 hour = 1 hour-point) or above. Among the activities participated, at least one should be organised by HKCSS Institute. Both trainers and participants will also be recognized.
- Each awarded individual will be awarded a Commendation Certificate and HK\$300 coupons*.

[*HKCSS Institute course coupons at HK\$200 and book coupons at HK\$100].

Six categories of HKCSS Agency Members: 六個社聯機構會員收費類別

Category 類別	Annual Operation Expenditure (HK\$) 每年經常開支(港幣\$)
1	Below 500,001 以下
2	500,001 - 1,000,000
3	1,000,001 - 5,000,000
4	5,000,001 - 10,000,000
5	10,000,001 - 50,000,000
6	Over 50,000,000 以上

機構獎勵

- 以機構為單位，參加機構須為社聯會員。
- 機構之職員或委員於2007年11日-2008年10月(即2008年計劃年度)期間參與由HKCSS Institute / 社聯舉辦之課程或指定活動，累積最多參與時數之機構，可獲嘉許及獎勵。
- 按社聯機構會員收費的六個類別(類別反映機構的規模，見下表)，每類別設獎項一個。
- 各得獎機構可獲現金及禮券贊助共HK\$10,000，分別為現金贊助HK\$6,000〔需用於職員福利活動上〕及 HKCSS Institute 08/09年度培訓課程禮券HK\$4,000。

個人獎勵

- 以個人為單位，參加者須為社聯會員機構之全職職員或管治組織內之委員，其機構必須同時為已登記「機構獎勵」計劃參與機構。
- 參加者於計劃年度內曾參與 HKCSS Institute / 社聯舉辦之課程或指定活動，並累積獲24時數(1小時=1時數)或以上者，而其中至少一個活動必須由 HKCSS Institute 主辦，不論是活動參加者或知識傳授者皆獲嘉許及獎勵。
- 獲嘉許者可獲頒發嘉許證書連同HK\$300禮券*，以示鼓勵。

(*培訓課程禮券 \$200及書券 \$100)

Details of the Scheme

1. How to participate?

- Awards for Organisations
 - Interested organisations can complete the "Organisation Participation Form" by 30 June 2008 to register so that both the organisation and its staff and committee members could join the Scheme. (For those organisations which registered in 2007 is no need to register again.)
 - When individuals of the registered organisations participate in the courses or the designated activities of HKCSS Institute or HKCSS in the Scheme year, the participated hour-points will be recorded and accumulated in the organisation account kept by HKCSS Institute, if the individuals have indicated in the enrollment form that the hour-points could be recorded under the Scheme.
 - At the year-end of the Scheme, reports of accumulated hour-points and participated activities of the organisation and individuals will be sent to the registered organisations.
- Awards for Individuals
 - Individual participants will be registered in the Scheme automatically when they enroll for the courses and designated activities of HKCSS Institute and HKCSS within the Scheme year **(at least one should be organised by HKCSS Institute)**.
 - The hour-points will be recorded and managed by HKCSS Institute. Individual participants must indicate in the course or activity enrollment form each time if the hour-points of the course or activity could be recorded in the Scheme Individual reports on accumulated hour-points and participated activities will be distributed through the individual's corresponding organisation.

2. How to calculate "Hour-points"?

Activity Type A - activities organised by HKCSS Institute including: seminars, workshops and courses, etc. **There is no upper limit of hour-points that could be counted towards the Scheme.**

- 1 hour = 1 hour-point.
- The basic unit is 0.5 hour, activities less than 0.5 hour will not be counted.
- No. of course and activity hours valid for each activity should refer to the relevant printed matters or promotional materials like leaflet or attendance certificate.
- Apart from luncheons, lunch hour is not counted.
- Any break session over 31 minutes is not counted.
- All hour-points of individuals in type A activities can be counted towards the Awards for Organisation.
- Every 0.5 hour delivered by speakers or facilitators/ moderators in courses or designated activities of HKCSS Institute or HKCSS can be doubly counted.

Activity Type B - designated activities organised by HKCSS, and Council's Committees under the election structure of HKCSS. **The upper limit of Type B activities could be counted towards the Scheme is 12 hour-points.**

- Activity Type B1 - designated activities organised by HKCSS include seminars, workshops, overseas activities, etc. The logo of the Scheme will be printed on the relevant promotional materials of designated activities. The calculation method of hour-points is the same as Type A Activity. For overseas activities, the upper limit is 4 hour-points per day.

細則：

1. 如何參與

- 機構獎勵
 - 機構須於2008年6月30日或以前填妥「機構參與表格」，以示其機構願意參與的同時，亦支持其職員及委員參與獎勵計劃。(已於07年度登記的機構不用再作登記。)
 - 已登記機構之職員及委員，凡於計劃年度內曾參與 HKCSS Institute / 社聯舉辦之課程或指定活動，並於活動報名表格中申明時數可被記錄者，其時數將累積於機構戶口內。
 - 於年結時，機構及職員/ 委員之累積時數及活動報表將一併發放予參與機構。
- 個人獎勵
 - 機構職員/ 委員於計劃年度內參加由 HKCSS Institute / 社聯舉辦之課程或指定活動，**而其中一個活動必須由 HKCSS Institute 主辦。**
 - 時數之記錄由HKCSS Institute管理，惟參與之個人需於每一次之活動參與表格內，申明是否願意其參與之時數被記錄於此獎勵計劃內。被記錄之時數及活動報表，將於計劃之年結時經由其在職機構通知個別參加者。

2. 如何計算參與時數

甲類活動：HKCSS Institute舉辦之任何活動，包括研討會、工作坊及各類課程等；**甲類活動沒有時數之計算上限**

- 時數以每半小時計算，不足半小時不計算在內
- 課程時數應以課程宣傳品/ 印刷品，如課程單張或出席證明書，所列明的時數為準
- 除午餐演講會外，午餐的時數不計算在內
- 31分鐘或以上的休息時間也不計算在內
- 所有個人參與時數皆可獲計算於「機構獎勵」戶口內
- 社聯/HKCSS Institute之認可活動講者或主持，於活動中所花的每半小時可雙倍計算

乙類活動：社聯主辦之指定活動及社聯之各級選舉組織架構內之委員會；**乙類活動計算上限為12小時**

- 乙類一活動：社聯主辦之指定活動，包括研討會、工作坊、海外活動等；可留意活動宣傳單內有否印有計劃標誌，計算方法與甲類活動相同。海外活動，如計算，每天之上限為4小時。

- Activity Type B2 - Members of Council Committees under the election structure of HKCSS, disregarding the post, could have 8 hour-points be counted towards the Scheme.

- Executive Committee
- Standing Committee on Agency Development & Partnership
- Standing Committee on Service Development & Liaison
- Standing Committee on Quality Management & Efficiency Enhancement
- Standing Committee on Policy Research & Advocacy
- Standing Committee on International & Regional Networking
- Specialized Committee on Social Security & Employment Policy
- Specialized Committee on Social Development
- Specialized Committee on Children & Youth Service
- Specialized Committee on Elderly Service
- Specialized Committee on Family & Community Service
- Specialized Committee on Rehabilitation Service (Joint Council for the Physically and Mentally Disabled)

3. "Continuous Learning Recognition Scheme" Year 2008

The 2008 final period of the Scheme is from 1 December 2007 to 31 October 2008.

4. Scheme Record

The hour-points is recorded and managed by HKCSS Institute. Individual participants must indicate in the activity enrollment form each time whether the activity can be counted towards the Scheme. At the year-end of the Scheme, individual reports will be distributed through the individual's corresponding organisation.

5. When will be Notified and Awarded

- Awards for Individuals - to be notified around November 2008
- Awards for Organisations - to be notified around November 2008

6. Cash Sponsorship in Awards for Organisations

- The cash must be used in staff welfare activities.
- The staff welfare activities must be finished before 31 December 2009.
- Acknowledgement to Citi and HKCSS Institute must be included in the staff welfare activities.
- A financial report of the staff welfare activities must be submitted to HKCSS Institute in one month upon the completion of the activities.

7. HKCSS Institute Course Coupon 08/09

- Awards for Individuals: the course coupon is only entitled to the individual awardees and is not transferable.
- Award for Organisations: the course coupon can be redeemed by each individual and one coupon can be used for course fee \$500 or under, two can be used for fees between \$501-1000 and so on so forth.

8. Scheme Enquiry

Please contact HKCSS Institute:
Tel 2876 2454
Email institute@hkcss.org.hk
Website: www.hkcss.org.hk/institute

- 乙類二活動：社聯之各級選舉組織架構內之委員會，代表機構之委員，不論職份，可獲計算8小時時數。

- 執行委員會
- 機構發展及伙伴聯繫常設委員會
- 服務發展及聯繫常設委員會
- 卓越管理及效率促進常設委員會
- 政策研究及倡議常設委員會
- 國際及地區事務常設委員會
- 社會保障及就業政策專責委員會
- 社會發展專責委員會
- 兒童及青少年服務專責委員會
- 長者服務專責委員會
- 家庭及社區服務專責委員會
- 香港復康聯會管理委員會(香港社會服務聯會復康專責委員會)

3. 「持續學習獎勵計劃」2008 年度

2008 計劃年度由2007年12月1日開始，至08年10月31日結束。

4. 計劃記錄

時數之記錄由 HKCSS Institute 管理，惟參與之個人需於每一次之活動參與表格內申明是否願意其參與之時數被記錄。被記錄之時數及活動將於計劃之年結時通知參與者及其在職機構。

5. 何時通知

- 個人時數及獎勵約於08年11月份通知。
- 機構時數及獎勵約於08年11月份通知。

6. 「機構獎勵」之現金贊助

- 現金贊助需用於職員福利活動上
- 活動必須於2009年12月31日前完成
- 活動內必須鳴謝花旗集團及 HKCSS Institute
- 機構需於活動結束之一個月內交回財務報告予 HKCSS Institute

7. HKCSS Institute 培訓課程08/09年度禮券

- 個人獎勵之現金券只適用於該獲獎者，不得轉名
- 機構獎勵之現金券每人每\$500之課程可用一張，如此類推

8. 計劃查詢

請聯絡 HKCSS Institute：
電話 2876-2454
電郵 institute@hkcss.org.hk
HKCSS Institute 網址：www.hkcss.org.hk/institute



Cross-sectoral Collaboration in promoting lifelong learning - Award Presentation Ceremony of the HKCSS - Citi Continuous Learning Recognition Scheme 2007

跨界推動 鼓勵終身學習 — 社聯花旗持續學習獎勵計劃 2007 頒獎禮

The Award Presentation Ceremony of the HKCSS - Citi Continuous Learning Recognition Scheme 2007 was held in the HKCSS 60th Anniversary AGM in December 2007. The Awards for Agency Members aim to encourage NGOs to support their staffs to participate in both continuous learning and experience sharing. The awards were presented by Ms. Kathy Cheung, Director of Country Corporate Affairs of Citi; Mr. Bernard Chan, the Chairperson of HKCSS and Ms. Christine Fang, the Chief Executive of HKCSS.

For the HKCSS - Citi Continuous Learning Recognition Scheme 2007, all hour-points earned in the period of 1 April 2007 and 30 November 2007 were recorded. Within these 8 months, a total of more than 11,000 hours of courses and activities were participated by the staff of HKCSS Agency Members.

According to the 6 membership fee categories of HKCSS Agency Members, the 6 awardees are as follows:



「社聯花旗持續學習獎勵計劃2007」頒獎禮已於去年12月的社聯60週年大會中舉行，設立會員機構獎項旨在鼓勵機構支持員工持續進修或成為知識傳授者。當晚的頒獎嘉賓包括：花旗集團企業傳訊及公共事務總監張巧文小姐、社聯主席陳智思議員，以及社聯行政總裁方敏生女士。

「社聯花旗持續學習獎勵計劃2007」自2007年4月1日起啟動，至2007年11月30日結束。在短短的八個月內，各會員機構的員工合共參與了超過11,000小時的課程。

六個社聯會員機構類別的得獎機構為：

1st Step Association, a self-help organisation which is providing services for those severely physical handicapped who were injured at work. Its one-stop service includes inquiry and supportive services. Among all the Agency Members, HKCSS has nearly 50 self-help organisations which work with HKCSS as a platform for service development. (representative of the awardee: Ms Ng Yan-yee, Senior Organiser)

自強協會，一個主要服務因工傷導致嚴重肢體傷殘人士的自助組織，為工傷人士提供一站式的諮詢及支援服務。社聯現有接近50間自助組織，它們可借助社聯作為平台發展服務，不斷自強。(領獎代表：高級組織幹事吳兒女士)

Pentecostal Holiness Church Ling Kwong Bradbury Centre for the Blind, renders different leisure and training programs for the blind. As a small NGO, it is difficult for it to provide staff training. It is much effective to join the courses of the Institute for staff development. (representative of the awardee: Ms Karen Au, Centre-in-charge)

五旬節聖潔會靈光白普理失明人中心專為失明人士提供不同康樂活動及訓練，亦為失明人士提供一個聚腳點，以拓闊生活圈子。類似的小型機構，很難為員工提供培訓活動，參與社聯所舉辦的課程，的確是最有效的員工發展渠道。(領獎代表：中心主任歐坤恩女士)

Renewal in the Spirit Community, is a newly joined Agency Member of HKCSS, which is a non-profit making organisation registered under the Catholic Diocese Hong Kong and the HKSAR government. They aim at nurturing members and preaching. They join HKCSS in order to widen their scope of views. Their achievement, in this scheme have signified that HKCSS is a good platform for staff training. (representative of the awardee: Ms Cindy Wong, Chief Executive Officer)

聖神內更新團體是新近加入社聯成為會員機構的團體，是天主教香港教區和香港政府註冊的慈善團體。他們以會員為重點，福傳與培育並重。他們加入成為社聯會員，期望社聯拓展他們視野。他們今次獲獎，正好顯示社聯作為知識平台，為他們培訓員工。(領獎代表：總幹事黃鳳屏女士)



The Boys' Brigade, Hong Kong, is the only uniform group awarded. They aim at cultivating our new generation with habits of Obedience, Reverence, Discipline, as well as Self-respect. In recent years, HKCSS has proactively supported the small and medium NGOs. More than half of the Agency Members are in this size. Enhancing their competence benefits to both the social welfare sector as well as our society. (representative of the awardee: Ms Angel Ng, Brigade Secretary)

香港基督少年軍是唯一獲獎的制服團隊，主力培育本地青少年有服從、虔誠、紀律及自愛等良好質素。事實上，近年社聯積極支持非主流的中、小型機構，目前中、小型機構已佔社聯會員機構數目超過一半。提昇它們服務社會的能力，對本港社福界及社會，也有莫大裨益。(領獎代表：總幹事吳淑玲女士)



In Senior Citizen Home Safety Association, staff not only promotes the atmosphere of continuous learning, some of them also act as trainers of the HKCSS Institute to share their knowledge and make contributions to the social welfare field. (representative of the awardee: Mr. Nip Yeung-shing, Chairperson of their Executive Committee and Mr. Timothy Ma, Executive Director)

長者安居服務協會的員工，除在會內推動持續學習之餘，有些更成為導師，利用社聯為平台，分享他們的知識，貢獻業界。(領獎代表：執行委員會主席聶揚聲先生、總幹事馬錦華先生)



Hong Kong Sheng Kung Hui Welfare Council, as one of the most prominent social welfare organisations, has encouraged their staff from all levels to join the courses run by HKCSS Institute, which is a good model to show their efforts to promote continuous learning in the organisation. (representative of the awardee: Mr Joseph Man, Deputy Director and Miss Sally Law, Training and Development Director)

香港聖公會福利協會為全港最具規模的社會服務機構之一，而參與社聯課程的員工，更遍及各級同工，可見機構由上而下，鼓勵員工積極持續學習。(領獎代表：副總幹事文孔義先生、培訓及發展總監羅家慧小姐)

Further accumulate individual hour-points to achieve the 08 awards

再接再厲 個人分數可累積至08年10月

Result of the Individual Awards of HKCSS - Citi Continuous Learning Recognition Scheme 2007 will be announced soon. Please find the details at the HKCSSI website. For those not capable to be awarded this time, they can further accumulate their hour-points earned until 31 October 2008 to achieve the Individual Awards of HKCSS - Citi Continuous Learning Recognition Scheme 2008.

2007年度個人獎項結果即將公布，請留意 HKCSS Institute 網站消息。是次未能獲獎的學員，其於2007年所累積的分數，將撥入**社聯花旗持續學習獎勵計劃 2008**，並於2008年10月31日結算。

Certificate Course 證書課程



List of Certificate Course 證書課程一覽

- Certificate in Knowledge Management Training for NGOs 30 May - 20 June 2008

Certificate in Knowledge Management Training for NGOs

30 May - 20 June 2008

Course Code:08A-C01
(只提供英文版)

Objectives

The objective of the programme is to equip participants with actionable knowledge with a range of applicable KM methods and techniques that can be practiced and adopted by participants in the social service sector where they work. All basic principles will be illustrated through a series of real-life examples. The programme will facilitate the participants to formulate a knowledge management strategy, conduct a knowledge audit on their knowledge

inventories, make recommendations on the deployment of appropriate KM technologies, and build a positive organisational culture for knowledge sharing. Leading KM experts with years of KM implementation experience will be invited as guest speakers to share their experience on KM implementation.

Target Participants

- ★ Centre Supervisors / Services Managers
- ★ Management Staff who is responsible for Knowledge Management, Staff Training or IT System Development

Course Details

Date: 30 May & 6, 13, 20 June 2008 (Fridays)
Time: 9:30am - 5:00pm
Duration: 24 hours
Venue: Room 201*, Duke of Windsor Social Service Building
 15 Hennessy Road, Wanchai, Hong Kong
 * (session 3-4 on 6 June 2008 will be held at Room 202)
Medium: Cantonese supplemented with English
 (Course materials in English)
Class size: 30

Course Fee and Scholarship:

All 4 Modules:
 HKCSS Agency Member - HK\$2,800 (early bird HK\$2400)

Any 1 Module:
 HKCSS Agency Member - HK\$ 800 (early bird - HK\$720)

Admission Requirements:

Preference will be given to applicants who:

- ★ Have at least 2 years supervisory experience; AND
- ★ Have recommendation from employer; AND
- ★ Would enroll in 4 modules.

Assessment:

Students will be required to submit a project based on the implementation of KM in their workplace. To pass the course, students must have a pass in the assignment and 80% of attendance.

- ★ Certificates will be issued by HKCSS and KMRC to students upon successful completion of the course (4 modules) and the required assessment.

Closing Date:

16 May 2008

Enquiries:

Please contact the HKCSS Institute at 2876-2454

Organiser: Supporting Organisation:



Certificate in Knowledge Management Training for NGOs

Course Structure

Module 1 Introduction to KM (30 May 2008)	Module 3 Knowledge Management Tools (13 June 2008)
Session 1 9:30am - 12:30pm KM Overview <ul style="list-style-type: none"> • Introduction to Knowledge Management (KM) • Typologies of Knowledge • Knowledge Management Process • Development & Challenges of KM in NGOs 	Session 5 9:30am - 12:30pm Taxonomy and Folkonomy (Knowledge Categorization) Development <ul style="list-style-type: none"> • Typologies of Knowledge Categorization • Approaches for Developing taxonomy • Maintenance Strategy of Developed Taxonomy
Session 2 2:00pm - 5:00pm Knowledge Audit <ul style="list-style-type: none"> • Knowledge Audit including Knowledge Mapping, Knowledge Inventories • Case Studies in Knowledge Audit KM Strategy Planning <ul style="list-style-type: none"> • Formation of KM Strategy in NGOs • Benefits, Lessons Learnt & Critical Success Factors for Knowledge Management 	Session 6 2:00pm - 5:00pm Various Knowledge Management Initiatives <ul style="list-style-type: none"> • After Action Review • Narrative Inquiry • Community Development • Elicitation
Module 2 Knowledge Management Systems Knowledge (6 June 2008)	Module 4 Implementation of Knowledge Management (20 June 2008)
Session 3 9:30am - 12:30pm Collaborative Technologies & Web 2.0 <ul style="list-style-type: none"> • Personal KM systems • Blogs and Weblogs • Wiki and Wikipedia • RSS Readers 	Session 7 9:30am - 12:30pm Organisational Learning <ul style="list-style-type: none"> • Types of organisational knowledge and learning • Differences between individual & organisational learning • Building the learning culture • Organisational behaviours that limit learning • Techniques in team learning • Systems Thinking, Organisational Dynamics, Scenario Learning, Storytelling
Session 4 2:00pm - 5:00pm Knowledge Management System (KMS) & Portal <ul style="list-style-type: none"> • Approaches and Infrastructure for introducing Knowledge Management System (KMS) • Collaborative Technologies, Taxonomy & Enterprise Knowledge Portal 	Session 8 2:00pm - 5:00pm Marketing Programme of Knowledge Management <ul style="list-style-type: none"> • Development of Promotion Programme • Identify stakeholders • Development Change Management Programme Performance Measurements <ul style="list-style-type: none"> • Performance Measurements & Case Studies • Knowledge Asset & Intellectual Capital Based Management in NGOs

Trainers



Ir Prof. W.B. Lee, MTech (Brun), PhD (HKU), CEng, MIEE, MHKIE (for session 7 only)
 Director, Knowledge Management Research Centre, The Hong Kong Polytechnic University

Ir Prof. W.B. Lee, is the Cheng Yick-chi Chair Professor of Manufacturing Engineering and Head of the Department of Industrial and Systems Engineering and the Director of The Hong Kong Polytechnic University Microsoft Enterprise Systems Center, and the Knowledge Management Research Centre. He is the President of the Hong Kong Advancement of the Association of Science and Technology, Past Chairman of the Institution of Electrical Engineers Hong Kong. He has pioneered research and practice of knowledge management in various industrial sectors in Hong Kong which include manufacturing, trading, public utilities and health care.



Ms Nicole Sy, MSc, BComm(Hons)
 Knowledge Management Specialist, Knowledge Management Research Centre, The Hong Kong Polytechnic University

Ms. Sy has over 12 years solid experience in Strategic Planning in Sales & Marketing and Customer Relationship Management. She provides knowledge management related consultancy services to external clients which covers non-government organizations, manufacturing company, public utility and HKSAR government departments. She is also the Programme Leader for the Certified Knowledge Professional (CKP) programme.

Guest Speakers

Mr. Peter Au Yeung, MBA, M.Soc.Sc., B.Soc.Sc (Social Work)(Hons)
 Assistant Director
 Heep Hong Society

Mr. Au Yeung has worked in the rehabilitation service field for more than 20 years. He is also responsible for co-ordinating a KM Group which oversees the knowledge management development in Heep Hong Society.

Mr. Ringo Chan, B.Soc.Sc (Social Work) (Hons), RSW
 Knowledge Development Officer
 The Boys' and Girls' Clubs Association of Hong Kong

As a Knowledge Development Officer, Mr. Chan is mainly responsible for the development of knowledge management work within the Agency and the operation of the internal KM Portal.

Visits 考察

List of Visits 考察一覽

- Customer Service in Action - CLP Call Centre Visit 11 April 2008
- Take a Closer Look at the Global Trade Fair Industry - A Guided Tour of an HKTDC Trade Fair 29 April 2008



Customer Service in Action - CLP Call Centre Visit

(只提供英文版)

Objectives

It is known that achieving high quality of services can only be achieved by having a deep understanding of customers' needs. To that end, effective channels to find out what people need and desire should be set up, and thus do the best to fulfill them.

Through various networks of Customer Service Centres, Customer Services Hotline, together with the Account Managers, CLP maintains a vibrant communication network to gauge opinion and gather feedback for continuous improvement.

It is very important for the NGO practitioners to understand the service users. A visit to the CLP call centre will be organised for the staff from NGOs, to have the chance to understand how business run a call centre and their customer service practices. A sharing from the Call Centre Manager of CLP will be given on the visit day.

You can get insights into

- ✦ Operating a call centre and hotline service
- ✦ Getting customer feedback for service improvement
- ✦ Channeling customers' needs through internal communication network

Details

Date: 11 April 2008 (Friday)

Time: 2:30pm - 4:00pm

Target: Supervisors or project leaders of NGOs

Venue: CLP Call Centre, Shatin Centre, 6 On Lai Street, Shatin, N.T.

Class Size: 30

Fees: free of charge



Acknowledgement:



Take a Closer Look at the Global Trade Fair Industry - A Guided Tour of an HKTDC Trade Fair

(只提供英文版)

Objectives

To broaden the horizon of NGO practitioners on global trade fair industry, a guided tour to the Hong Kong Gifts and Premium Fair will be organised by the Hong Kong Trade Development Council (HKTDC).

The HKTDC puts on more than 30 international trade fairs in Hong Kong each year. The Hong Kong Gifts and Premium Fair is the largest of its kind in the world. This year's gift fair (28 April to 1 May) will feature about 3,900 exhibitors and more than 4,200 booths at the Hong Kong Convention and Exhibition Centre. The exhibitors will display an extraordinary variety of gifts and premium products for the more than 50,000 buyers expected to attend from all over the world.

In the guided tour, participants will discover the inner workings of the global trade fair industry and the HKTDC's central role in promoting Hong Kong trade to the world.

You can get insights into:

- ✦ The behind-the-scene operation of a global trade fair

Details

Date: 29 April 2008 (Tuesday)
Time: 2:15pm - 4:00pm
Target: Project Co-ordinators or staff who need to plan, organise or co-ordinate events
Venue: Hong Kong Convention and Exhibition Centre (Harbour Road Entrance), 1 Expo Drive, Wanchai, Hong Kong
Class Size: 30
Fees: free of charge

Acknowledgement:



Workshops & Short Courses 工作坊及短期課程



List of Workshops & Short Courses 工作坊及短期課程一覽

- | | |
|--|------------------------|
| • WiseGiving Fundraising Workshop Series | 6 May - 11 June 2008 |
| • 如何做一個觸動人心的被訪者 | 23 April 2008 |
| • Negotiation Skills for NGO Supervisors | 29 May 2008 |
| • Supervision and Coaching | 5 June 2008 |
| • 平步專業路日營 | 23 June 2008 |
| • Being a Supervisor and a HR Manager: how to make a dual role complimentary | 17 July 2008 |
| • Working with Depressed Clients: From Assessment to Treatment | 11 July & 18 July 2008 |

WiseGiving

WiseGiving Fundraising Workshop Series

6 May - 11 June 2008

(只提供英文版)

Objectives

In order to be sustainable, social service organisations need to find and diversify the funding source. The workshop series helps social work practitioners to identify different ways of fundraising to enhance their organisations' fundraising capability. It is designed for social work practitioners who would like to equip and advance their practical skills on fundraising. Interested parties may take the whole series or some of the workshops to suit their organisation's needs.

Target Participants

- ★ The whole series is designed for NGO staffs at supervisory level
- ★ Individual workshops are suitable for NGO staffs who are interested in the topic.

Venue: Room 202, 2/F, Duke of Windsor Social Service Building, 15 Hennessy Road, Wanchai, Hong Kong

Medium: Cantonese (supplemented with English)

Class Size: 30

Trainers



Mr. Timothy Ma 馬錦華先生
Executive Director
Senior Citizen Home Safety Association

Mr. Ma is currently the Executive Director of Senior Citizen Home Safety Association since 1996. Under his leadership, the organization is now the most successfully self-finance social enterprise serving more than 48,500 service users. He leads a team of 120 staff and 750 trained volunteers rendering 24-hourly operating supportive and relief service to the thousands of elders and chronic invalids in Hong Kong. The agency was awarded the Asia Pacific 2005 NGO Award, as well as an accredited SS social service agency. He was the President Member of Association of Fundraising Professionals, Hong Kong Chapter (2004-2006). With his successful fundraising experience, he is the Advisor on fundraising and service of Hong Kong Evangelical Church Social Service Board, Against Child Abuse Association, American Baptist World Evangelical Association, etc. He is a trainer on Fundraising and SQS and has conducted lots of staff training for the NGOs on topics like Team Building, Creativity and Innovation, Leading Efficient Meeting, Resource Development, Efficient and Effective Supervision.



Ms. Christine Kwan 關韻唐女士
Project Manager
Resources Development & Partnership, The Hong Kong Council of Social Service

Ms. Kwan has over 10 years of NGO fundraising experience in HK. Her knowledge in direct marketing campaigns, special events, donor cultivation and corporate partnership has helped to raise significant donations and build sustainable resources. Ms. Kwan is currently the Project Manager of Resources Development and Fundraising at The Hong Kong Council of Social Service and a member of The Association of Fundraising Professionals, Hong Kong Chapter.



Ms. Brenda Wong 黃玉閏女士
Fundraising Manager
Events Oxfam Hong Kong

Ms. Wong is currently the Fundraising Manager - Events at Oxfam Hong Kong. Having obtained a degree in Language Studies, she has been engaging in the business of event marketing and management. She has organized various territory-wide and international events for the Hong Kong government and the Hong Kong Tourism Board (previously called the Hong Kong Tourist Association). In 1997, she joined Oxfam Hong Kong and formed the Events Team to help take over the organisation of Trailwalker (now called Oxfam Trailwalker) from the British army. The event is now also held in the UK, Australia, New Zealand and Japan.

Course Structure

Session	Topics/Contents		Trainers
1 6 May 2008 9:30am - 12:30pm	Fund-raising Fundamentals The workshop helps new comers to identify different ways of fundraising to enhance their organisations' fundraising capability. <ul style="list-style-type: none">What are the pros and cons of the four main fundraising methods: Grants/sponsorship; Events; Mass market; Major Individual Donors, One-off or Monthly Donation?How does a charity fit them all together to increase income each year?What do various fundraising methods cost? What is a reasonable expectation for return on such investment?	Course Code: 08A-S01	Mr. Timothy Ma Ms. Christine Kwan
2 9 May 2008 9:30am - 5:00pm	Large Scale Event Planning & Management This workshop will provide comprehensive knowledge for NGO staff who are responsible for organizing events and to further equip them as event managers. <ul style="list-style-type: none">What are the objectives for the event?Who are to be involved to ensure success?How to plan and implement the event (the cycle of event management)?What to do in time of unexpected outcome at any stage of the cycle?Who are the ideal event organizers?	Course Code: 08A-S02	Ms. Brenda Wong
3 13 May 2008 9:30am - 12:30pm	Small-to-medium Scale Fundraising Event Planning It provides comprehensive knowledge for NGO staff who are responsible for organizing small-to-medium events. <ul style="list-style-type: none">What are the challenges and shortfalls of different fund raising events?How to plan and implement the event (the cycle of event management)?What must not be missed or wrong at the course of the event operation?What to do in time of unexpected outcome at any stage of the cycle?Who are to be involved to ensure success?	Course Code: 08A-S03	Mr. Timothy Ma
4 11 June 2008 9:30am - 12:30pm	Production of Fundraising TV Programme The workshop will identify the strategies and steps needed in producing a cost-effective and cost-efficient TV programme. <ul style="list-style-type: none">Which type of NGO or charity can be benefited more from a TV Fundraising Program? What are the pre-requisites?What are the pros and cons of investing in a TV Fundraising programme?What are the know-hows in TV production?How to work with TV stations?How to make impact with your TV programme?	Course Code: 08A-S04	Mr. Timothy Ma Guest Speaker: Ms. Lily Poon 潘芳芳女士
5 11 June 2008 2:00pm - 5:00pm	Working with Celebrities in Fundraising Celebrities usually help a lot in generating public awareness for a fundraising campaign, especially for those small-to-medium size organisations. This workshop will identify the resources and techniques needed to create impact with a suitable celebrity. <ul style="list-style-type: none">What are the pros and cons of having celebrities in your fundraising campaign?How the celebrities select their partnering fundraising campaign or charities?How to find suitable celebrity for a fundraising initiative in order to make impact?In what way we can sustain the continuous support of the celebrities at your fundraising campaigns?What are the matters that need attention in working with celebrities?	Course Code: 08A-S05	Mr. Timothy Ma Guest Speakers: Mr. Terence Wong 黃桂林先生 Mr. Anderson Junior 安德尊先生

Enrollment Details

- Reservation will be proceeded on a first-come-first-serve basis.
- Please complete the *Enrollment Form 01* on page 56 and send to the Institute by fax/email.
- Notification will be sent via email one week before the event date.

Enquiries

Please contact the HKCSS Institute at 2876 2454 or email to institute@hkcss.org.hk.

Fees

Workshop		Early bird Price	Early Bird Date
1	HK\$400	HK\$360	22 April 2008
2	HK\$700	HK\$630	25 April 2008
3	HK\$400	HK\$360	29 April 2008
4	HK\$400	HK\$360	28 May 2008
5	HK\$400	HK\$360	28 May 2008
1 - 5	HK\$2100	HK\$1900	22 April 2008

Wisegiving 香港捐獻新態度 The new giving attitude

由香港社會服務聯會推動，鼓勵明智捐獻，提高慈善機構的問責性及透明度。

Initiated by the Hong Kong Council of Social Service to promote a wise giving culture and to enhance charity accountability and transparency in Hong Kong.

Wisegiving 惠施網的主要功能：

Main Features of www.WiseGiving.org.hk

1 緊扣社會脈搏 Focus

捕捉關注焦點，讓公眾掌握最新社會需要。
Gives insightful perspectives on current social needs.

2 搜尋受惠對象 Search for the Needy

列出弱勢社群的不同需要，以及需募集公眾支持的服務計劃。
Identifies needs of the underprivileged, lists community projects that appeal for public support.

3 查詢慈善機構資料 Charity Search

提供慈善機構的問責資料，包括管治架構、財務報告、籌款守則、服務質素及資訊透明度。
Provides charity accountability information, including governances, finances, fundraising practices, service quality and transparency.

4 明智捐獻 WiseGiving Tips

提供捐獻貼士，並透過捐贈平台配對物資轉贈及義工服務。
Provides giving tips, online forums to match in-kind donations and volunteer services.

www.WiseGiving.org.hk
一個網站 有齊捐款人想知的資訊

如何做一個觸動人心的被訪者

(CHINESE VERSION ONLY)

目的

社工一向著重並擅長溝通技巧，但仍以面對服務使用者、同事或其他工作上的主要合作伙伴為主。隨著與傳媒接觸日多，社工有更多機會通過傳媒與公眾直接溝通，讓市民認識不同社會服務的需要，甚至鼓勵他們參與及支持有關服務。作為機構或單位主管，如能把握不同類型的傳媒及其節目時段以推動服務，實收事半功倍之效。

內容

- 簡介哪一類型之廣播節目適合推動社福服務，以及不同節目與不同服務的配合模式
- 如何將機構宗旨及信念、服務內容及特色，生動有趣且有效地告知聽眾，並觸動他們的情緒
- 接受訪問時如何抓緊訊息重點，清楚而精簡地鼓勵聽眾的反應
- 如何通過傳媒，特別是電台節目，吸引聽眾參與或支持有關慈善活動，如：義工服務、籌款活動
- 如何與電台節目或電台合作，曾全力推廣機構服務
- 如何與節目主持溝通，訂定訪問的重點
- 誰才是最合適的機構或服務代言人？

詳情

課程編號:	08A-S06
日期:	2008年4月23日(星期三)
時間:	3:00pm - 5:00pm
地點:	香港灣仔軒尼詩道15號 溫莎公爵社會服務大廈201室
對象:	社福界主管、督導主任或計劃統籌
名額:	30人
授課語言:	廣東話
收費:	HK\$250 (特惠價HK\$225)
特惠期:	2008年4月14日或之前
查詢:	HKCSSI : 2876 2454

Early bird
10%
DISCOUNT

講員

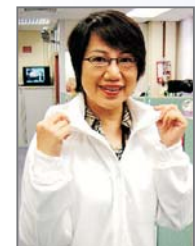
車淑梅女士

車淑梅女士，人稱淑梅姐，馳騁廣播界30多年。她，擁有當DJ的天賦才能，小二時參加小DJ選拔賽而被發掘，分別參與「空中小園地」和「朱古力的手指」兩個電台節目。中四時，她擔任「青春交響曲」的製作助理。畢業後，淑梅姐擁有真正屬於自己的節目「車天車地」，直到多年後的今天，她仍熱愛電台工作。

淑梅姐曾獲多屆「最受歡迎電台節目主持」榮譽及92年獲選為十大傑出青年。她擅長於通過大氣電波，將開心及正面訊息帶給聽眾，尤其專長於訪問節目。

另一方面，她亦經常出席慈善活動，並曾於數年前與宣明會到泰北探訪。她亦曾探訪因山火受傷的中學生。淑梅姐說：「事件發生後，我覺得電台可以協助他們，例如安排一些明星藝人前往探望，達成他們一些願望。」

對於將廣播與社會服務融合，車淑梅有十分豐富的經驗，她亦積極於其節目內推動社會福利服務，對於訪問社福界人士亦有獨到心得。



Negotiation Skills for NGO Supervisors

(只提供英文版)

Objectives

All organizations, including those in the social service sector, need to engage in negotiation activities everyday. There are needs for them to create competitive advantages and negotiation is one of the most critical skills in fulfilling such requirements. Upon completion of the workshop, the participants will be able to formulate strategies to handle the object of negotiation and use appropriate tactics to achieve negotiation objectives.

Contents

- The nature of negotiation
- Creating an appropriate negotiation environment
- Negotiation strategies and tactics
- Resolution of negotiation deadlock

Details

Course Code:	08A-S08
Date:	29 May 2008 (Thursday)
Time:	9:30am - 5:00pm
Venue:	Room 201, Duke of Windsor Social Service Building, 15 Hennessy Road, Wanchai, Hong Kong
Targets:	Supervisory level NGO Staff
Class size:	30
Medium:	Cantonese (supplemented with English)
Fees:	HK\$700 (early bird HK\$630)
Early Bird Date:	15 May 2008
Enquiries	Please contact the HKCSS Institute at 2876 2454 or email to institute@hkcss.org.hk

Early bird
10%
DISCOUNT

Trainer



Dr. Kwong Chun Wai, Michael 鄭俊偉博士
DBA, MBA, FIIM, MIMgt, MCIM, MSIS, FSCM, MHKIM, RFP, Dip.M, C.Mgr, B.A.(Hon)

Dr. Kwong was graduated from the University of Nottingham (U.K.) and has worked in various leading media corporations with over 15 years' successful experience in sales and marketing field. He is frequently invited to give talks on marketing strategy, selling skills, customer service, CRM and other related topics by business and non-profit making organizations including the Hong Kong Institute of Marketing, Chinese University of Hong Kong, Hong Kong General Chamber of Commerce etc.

Dr. Kwong has served in the past as an executive committee member of the Chartered Institute of Marketing (HK branch) and Training Director of the Hong Kong Institute of Marketing. He is currently an independent non-executive director for New Capital Investment (1062) and China Haidian Group Ltd (256), both listed on HK Stock Exchange. He is also a training consultant specializing in the areas of Marketing, Selling, Negotiation and CRM.

Supervision and Coaching

(只提供英文版)

Objectives

- To introduce basic values, beliefs and interventions of staff supervision and coaching
- To revisit basic supervision and communication skills
- To enhance the skills of participants through cases discussion and role play

Contents

- Basic values and beliefs
- Supervision and Coaching
 - Definition
 - Conclusion
 - Steps of Coaching
- Basic Supervision and Communication skills
- The Coaching Interview
- Supervisors as leaders vs. managers

Details

Course Code:	08A-S09
Date:	5 June 2008 (Thursday)
Time:	9:30am - 5:00pm
Venue:	Room 202, Duke of Windsor Social Service Building, 15 Hennessy Road, Wanchai, Hong Kong
Targets:	Supervisors or managers of NGOs
Class size:	30
Medium:	Cantonese (supplemented with English)
Fees:	HK\$800 (early bird HK\$720)
Early Bird Date:	22 May 2008
Enquiries	Please contact the HKCSS Institute at 2876 2454 or email to institute@hkcss.org.hk

Early bird
10%
DISCOUNT

Trainer



Ms. Sally Law 羅家慧女士
Service Director of Hong Kong Sheng Kung Hui Welfare Council, RSW

Ms. Law is the Master of Transpersonal Psychology, Bachelor of Social Science (Hons), Certificate Course on Critical Incident Stress Management (Individual Intervention and Peer Support, Group Crisis Intervention, Advanced Group Crisis Intervention), Neuro-Linguistic Programming Practitioner Certificate and MBTI Step I and Step II Accreditation

With 20 years' social work experience, Ms. Law has provided and supervised different services, including child care, children and youth, rehabilitation, elderly and integrated services. She has also delivered training and consultancy services to organizations in Hong Kong, Macau and China, including government departments, NGOs, schools and universities, church organizations and business organizations. Areas of training include: supervision and coaching, personal development, spiritual care, leadership and management, as well as crisis management.

目的

大學畢業，步入社會服務機構工作，是專業路的開始。這是一條以生命影響生命的道路，每天都有機會面對人們的困難。要幫助別人，前線社工同樣需要支持。

社協和社聯學院合辦「平步專業路」日營，希望給他們一支強心針。活動將透過小組討論及座談分享，讓參加者反思個人專業歷程和如何在掙扎中成長，在挫敗中堅持，在限制中突破。他們更可在日營中尋找同伴，平步專業路。活動適合加入社會服務界五年或以下的專業同工參加。

是次日營更邀得香港社會工作人員協會第5屆及第15屆優秀社工獎得主郭志英女士及謝可儀女士擔任分享嘉賓。她們的成功經驗，實為新秀社工之最佳借鏡。

詳情

課程編號:	08A-S07
日期:	2008年6月23日(星期一)
時間:	上午9時15分至下午5時30分
地點:	新界沙田亞公角山路33號突破青年村
對象:	在社會服務機構工作的社工，特別適合入行五年或以下的同工參加
名額:	40人
授課語言:	廣東話
收費:	HK\$130 (特惠期: HK\$120)
特惠期:	2008年6月6日
查詢:	HKCSSI : 2876 2454或電郵至 institute@hkcss.org.hk



講員及主持



郭志英女士
明愛向晴軒督導主任

郭女士為資深社工，曾獲第5屆優秀社工獎，現為明愛向晴軒督導主任，對家庭危機、問題賭徒及債務危機，以及婚外情問題，有豐富之輔導經驗。

郭氏於香港理工大學取得社會工作文學碩士，並於香港大學香港賽馬會防止自殺研究中心完成防止自殺證書課程，亦為加拿大專業資格認可協會之認可賭博輔導員、美國身心語言程式執行師協會(American Board of NLP)之認可身心語言程式執行師及佛羅里達州性治療培訓學院之認可性治療師。



鄧家豪先生
仁濟醫院安老服務督導主任

鄧先生於香港大學取得社會工作碩士，現職於仁濟醫院社會服務部，專責管理及拓展機構之長者社區服務，曾獲得第15屆新秀社工獎項。

為回應老齡化的挑戰，一直以投身安老服務為志。鄧先生致力推動長者服務的發展，針對服務的隙縫，不斷發揮創意，建立創新服務。他尤其對拓展長者輔導及健康服務深感興趣，曾在2004至2006年期間積極推動「長者優質睡眠服務計劃」，突破傳統過於倚賴醫療模式(bio-medical)的框框，拓展「全人關顧」及「跨專業合作」的模式，為失眠患者及抑鬱長者提供治理，解開了多年來的困擾。因成效顯著，計劃成就獲業界肯定，且被傳媒廣泛報導。



蔡劍華先生
香港社會服務聯會發展及協作業務總監

自2002年啟動「商界展關懷」計劃，蔡先生不斷推動企業社會責任，及商界與社會服務機構的伙伴合作。除成功撮合多個伙伴合作計劃外，蔡先生展示新的社區伙伴模式，為服務發展拓展新的資源。

內容

上午9時15分-10時45分	專業同路人 小組分享在專業路上面對的種種經歷，如何面對人生的喜怒哀樂，及作為助人專業，如何學懂堅持。
上午11時-下午12時30分	生命影響生命：助人專業的成長與爭扎 座談形式，邀請三位歷屆優秀社工，分享他們專業與個人成長的歷程，特別是他們對生命的反思，和如何運用自我閱歷幫助別人。
下午12時30分-2時	午飯
下午2時-3時30分	與專業接吻 (KISS) 小組分享專業生命的反思與更新，有甚麼要 保 持 (K E E P)，有甚麼要 改 進 (IMPROVE)，有甚麼要開始 (START)，有甚麼要停止 (STOP)。
下午3:45-下午5:15分	理想與現實：助人專業面對的資源限制與突破 座談形式，邀請同工分享他們如何面對和突破機構資源上的限制，在專業上不斷提升。
下午5:15-下午5:30分	不變的承諾：助人專業的使命與承擔 社聯和社協的領導，分享對社會的願景，以及社會福利界的角色和任務。

黎永開先生

香港明愛服務總主任(青少年及社區服務)

黎先生從事青少年及社區服務已有廿五年。服務遍及青少年外展、學校社會工作、濫藥輔導、社區發展等服務。除了獲社工學士及碩士學位外，更擁有多個社會服務管理及訓練管理的資歷。現任香港社會工作人員協會會長、中央政策組非全職顧問、器官移植委員會委員。除此以外，黎先生亦獲社會工作註冊局邀請，自九七年至今擔任紀律小組的成員。

謝可儀女士

香港基督教服務處深水埗中青少年綜合服務(深中樂teen會)督導主任

謝女士畢業於香港中文大學社會工作系，現正攻讀香港中文大學企業傳訊碩士課程，一直以來以服務弱勢青少年為志，亦有為商業機構員工提供培訓及個人輔導工作。謝女士致力社區扶貧工作，透過積極拓展不同界別的合作伙伴，如商界、專業人士等，讓社會各界能身體力行參與「攜手扶弱」，她在2005-06年度策劃「築動·社群」計劃，辦計劃為一些貧困家庭提供義務的專業室內設計和裝修意見，並安排正失業或開工不足的工人，為他們的居所進行基本翻新、簡單的改裝及家居設備的援助，改善他們的家居環境。整個計劃不但深獲行內讚賞，亦被傳媒廣泛報道，更重要的，是這個計畫建立了一個「官、民、商、專」四方合作的成功範例，並獲得第15屆優秀社工獎項。

合辦



Being a Supervisor and a HR Manager: how to make a dual role complimentary

(只提供英文版)

Objectives

This is a half day intensive training workshop specifically designed for agency heads and senior supervisors of NGOs in the welfare sector. The characteristic of this program is that there are NGO-specific case illustrations, especially on the topic of how to promote HR elements from senior officers. Objectives are as follows:

- To enhance the techniques of NGO staff in handling staff issues of critical cases
- To help agency heads and senior supervisors to promote HR in social service setting
- To help agency heads and senior supervisors to improve the relationship with staff under difficult situations

Contents

- How to integrate HR knowledge into social service setting?
- How to start HR concepts in the organizations?
- Dilemmas: is it possible to get win-win situation among senior management and staff?
 - Managing grievances and handling complaints
 - Definition, principles and procedures
 - Appeal and review mechanism
- Promoting multi-disciplinary teamwork
 - Appreciating differences
 - Contribution of different roles and allowable weaknesses
 - Dealing with team conflicts

Trainer



Mr. Lai Kam-tong F.I.H.R.M (HK) M.HKIoD 黎鑑棠先生
President, Hong Kong Institute of Human Resource Management (HKIHRM)

Mr. Lai has just retired from the work of Group Human Resources Manager - Remuneration & Human Resources Information Systems, CLP Holdings, Ltd. He was responsible for developing and implementing the remuneration and benefits policies for the Group's senior executives, managing communication and implementation of the annual organizational performance review process as well as policy and guidelines on individual performance management. He has been working in the human resource field for over 35 years and is very experienced in key human resources processes and issues. Mr. Lai has become President of the HKIHRM since June 2005. He served as the Vice-President of the Institute from 2000 to May 2005. He also co-chaired the MPF Taskforce from 2001 to March 2003. Currently, he also serves as the Co-chairperson of the Employee Relations Committee and the Remuneration Committee of the Institute. Mr. Lai is a member of the Human Resources Committee of Hong Kong Red Cross and member of the Executive Council of Hong Kong Council of Social Service.



Working with Depressed Clients: From Assessment to Treatment

(只提供英文版)

Objectives

- To provide participants with the knowledge and skills in accurately assessing clients with depressed mood
- To provide participants with a step-by-step approach in managing suicide crisis situations presented by clients who are depressed and suicidal
- To provide participants with an overview of effective treatments for treating clients with depressed mood
- To equip participants with the knowledge in case conceptualization and the micro-skills in implementing effective treatment approaches to help clients with depressed mood

Contents

- **Day 1**
11 July 2:00pm - 5:30pm Room 201
 - A comprehensive assessment of depression including symptoms of depression and questioning techniques to distinguish depression from other conditions that "look like" depression
 - Interventions on managing suicide crisis
- **Day 2**
18 July 9:30am - 5:30pm Room 201
 - Overview of various treatment approaches for depression with an emphasis on Cognitive Behavioural Therapy
 - Conceptualization of real life cases using Cognitive Behavioural Therapy
 - Micro-skills on implementing Cognitive Behavioural Therapy
 - Case Practice in implementing crisis management and Cognitive Behavioural Therapy for depressed clients

Details

Course Code: 08A-S11
Date: Day 1: 11 July 2008 (Friday)
Day 2: 18 July 2008 (Friday)
Time: Day 1: 2:00pm - 5:30pm
Day 2: 9:30am - 5:30pm
Venue: Room 201, Duke of Windsor Social Service Building,
15 Hennessy Road, Wanchai, Hong Kong
Targets: Social Workers, nurses, and counselors
Class size: 30
Medium: Cantonese (supplemented with English)
Fees: Day 1 HK\$400 (early bird HK\$360)
Day 2 HK\$800 (early bird HK\$720)
Day 1 and Day 2 HK\$1100 (early bird HK\$990)
Early Bird Date: 27 June 2008
Enquiries: Please contact the HKCSS Institute at 2876 2454



Trainer



Ms. Natalie Tong 唐靜思女士
Clinical Psychologist
The Tsung Tsin Mission of Hong Kong Social Service Company Ltd.

Ms. Tong received her training in clinical psychology and has extensive experience in working with clients who are depressed and suicidal. She also teaches counselling and supervises students in practicum training. Ms. Tong is an Associate Fellow of the Hong Kong Psychological Society (HKPS) and the American Psychological Association (APA) as well as a Clinical Member of the American Association of Marriage and Family Therapy (AAMFT).

Obtain the HKCSS Institute Prospectus

索取 HKCSS Institute 課程手冊 (Photocopies are accepted 接受印影本)

Please complete this form in BLOCK LETTERS. 請用正楷填寫此表格。

Obtain the Prospectus, find out the latest information of upcoming courses and events of the HKCSS Institute!
索取 HKCSSI 課程手冊，即可知悉 HKCSSI 最新課程及活動資訊!

I would like to obtain 本人欲索取：

- ☐ the "April - August 2008" issue. 「2008年4月至8月」課程手冊。
☐ new releases of Prospectus. 每新一期課程手冊。
☐ the course information by e-mail. 索取電郵課程資料。
☐ other publication of HKCSS 索取其他社聯刊物 (e-version電子版) : ☐ Scenario 社情 ☐ 寫情寫理

Name Mr / Ms Former participants of HKCSS Institute? Yes No
姓名 先生 / 女士 曾參予 HKCSS Institute 活動? ☐ 是 ☐ 否

Contact No. E-mail
聯絡電話 電郵

Address Organization
地址 機構名稱

Application & General Guidelines 報名及一般資料





Application Guidelines

報名須知

1. Applicants should complete the appropriate application form and submit with a crossed cheque payable to "The Hong Kong Council of Social Service". Applicants who enroll for more than one activity/course should issue a separate cheque for each activity/course. Please verify right payment for the required fee. Incomplete application form or wrong payment will not be processed.

申請者須填妥合適表格，連同以「香港社會服務聯會」抬頭之劃線支票，郵寄或親身遞交。如報讀超過一個活動/課程，請分開支票。申請者應確認繳付正確費用，資料不全的報名表或支票恕不受理。

2. Activities of the HKCSS Institute are specially catered for HKCSS Agency Members. Early bird discount is subject to the application period of each course. HKCSS Institute 課程專為社聯機構會員而設。「提早報名優惠」須參考個別課程的報名日期。

3. Applicants are normally processed on a first-come-first-serve basis. Application result will be notified through email prior to the activity/course commencement. Please contact the Institute if you do not receive any notification one week before the activity/course starts (Tel: 2876-2454).

學院一般以「先到先得」方式處理活動/課程報名，申請結果將於活動/課程前經電郵通知。申請者若在活動/開課一星期前仍未收到任何通知，請與學院聯絡(電話：2876-2454)。

4. Unless otherwise stated, the closing date for application is two weeks before the commencement of the activity/course. Late applications will only be considered if there are vacancies.

除另行通告外，所有活動/課程均在開課前兩星期截止報名。若有餘額，逾期申請者才會被考慮取錄。

5. For award-bearing and professional programme, applicants will normally go through selection process. Please refer to specific programme descriptions for entry requirements. Admissions are subject to the selection criteria and availability of seats. Applicants meeting the minimum admission requirements are not guaranteed successful applications.

申請者報讀學歷頒授或專業課程，一般須經過甄選程序。請參閱個別課程的簡介以了解有關取錄條件。甄選過程將視乎取錄要求及名額而定，符合基本要求的申請也不保證會被取錄。

6. Except for special occasions and subject to the approval from the Institute on individual cases, applicant cannot change to another programme, fees and seats of activities also cannot be transferred from one applicant to another upon acceptance of application. Fees paid are not refundable for withdrawal or absence from the enrolled programme.

一經取錄，申請者不得轉報其他活動/課程，費用及名額亦不得轉讓他人。無論申請者退出或缺席課程，已繳交之學費將不獲退還。對個別特殊情況，學院方會酌情處理。

7. The Institute reserves the right to make any change to the activity/course when necessary. The Institute also reserves the right to cancel an activity/course owing to insufficient enrollment or other special occasions, and to notify the applicants via email. Programme fee will be refunded in such case.

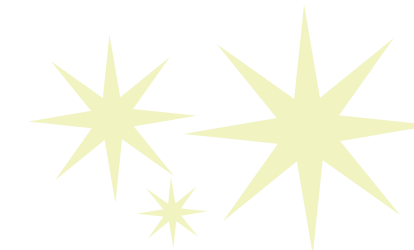
如有需要，學院有權對活動/課程內容及安排作出改變。學院亦保留權利，在活動/課程人數不足或其他特殊情況時取消該活動/課程，並以電郵通知申請者。經學院安排後，申請者將獲退還該活動或課程的費用。

8. The personal data provided on application forms are used by the Institute only for enrollment and administration purposes. Under the provision of the Personal Data (Privacy) Ordinance, applicants have the rights to request access to and make correction of their personal data. Applicants wishing to make amendments on personal data should submit written requests to the Institute by email to institute@hkcss.org.hk.

報名表所提交的個人資料，只供學院用作處理報名及學生事務等相關事宜。根據個人資料(私隱)條例，申請者有權查詢及更改其個人資料。申請者如欲更改個人資料，請以書面方式提出申請，並電郵至institute@hkcss.org.hk。

Class Regulations

課堂守則



1. Mobile phones and pagers should be switched off during classes.
上課時必須關掉手提電話及傳呼機。
2. The copyright of all supplied course materials belongs to the Institute. All these materials are for private study purpose only.
所有課堂筆記、學科資料及講授內容，其版權均屬學院所有，只供學員作私人修讀之用。
3. Personal belongings should not be left unattended. The Institute will not be responsible for any loss of personal belongings.
學員須小心保管個人財物，如有任何遺失，學院概不負責。
4. The Institute has the authority for disciplinary policies relating to cheating in examinations, plagiarism or other misbehaviours during classes.
學院有權就考試作弊、抄襲及課堂違規行為等事宜對學員作出紀律處分。

Typhoons and Bad Weather Arrangement

颱風及惡劣天氣下之安排

For activities / classes and examinations that have not yet started:
活動 / 課堂或考試未開始前：

If the Typhoon Signal No.8 or above / the Black Rainstorm Warning Signal is / will be in force on or after the following times, activities / classes and examinations will be suspended as stated:
當8號或以上之颱風警告訊號 / 黑色暴雨警告訊號於 / 將於以下時間或以後生效，下列之活動 / 課堂、考試將取消：

On or after the following times 於下列時間或以後生效	Programme Affected 受影響之課程 / 考試
6:00 a.m. 上午六時	Morning activities / classes / examinations that start before 1:00 p.m. 下午一時前開始的日間活動 / 課堂 / 考試
12:00 noon 中午十二時	Afternoon activities / classes / examinations that start between 2:00 & 6:00 p.m. 下午二時至六時開始的午間活動 / 課堂 / 考試
3:00 p.m. 下午三時	Evening activities / classes / examinations that start from 6:00 p.m. 下午六時後開始的晚間活動 / 課堂 / 考試

For classes and examinations that have already started:
已開始之課堂或考試：

Signals 訊號	Activities / Classes 活動 / 課堂	Examinations 考試
When Typhoon Signal No.8 or above is issued 當8號或以上之颱風警號懸掛時	Immediately suspend 立即停止	Continue until the end of that examination session, unless the examination venue is found to be threatening the students' safety 除非考試場地危及學員安全，否則考試將繼續進行
When Black Rainstorm Signal is in force 當黑色暴雨警告訊號生效時	Immediately suspend; participants should take shelter at a safe place until the weather and traffic conditions have improved 立即停止；參加者應在安全地方暫避，直至天氣及交通情況改善為止	Continue until the end of that examination session, unless the examination venue is found to be threatening the students' safety 除非考試場地危及學員安全，否則考試將繼續進行

Application for Course Admission

課程報名表格 (Photocopies are accepted 接受印影本)

Please read the Application Guidelines on the other page before completing this form.
填寫表格前請細閱下頁之「報名須知」。

1. Application for Course(s) 報讀課程

Course Code 課程編號	Course Title 課程名稱	Course Fee 學費	Cheque No.* 支票號碼

* Please issue one cheque for each course. 每張支票只適用於一個課程。

☐ I **DO NOT** want to record the hour-points of the above course(s) in the "HKCSS - Citi Continuous Learning Recognition Scheme 2008".
本人不願意以上課程之參與時數記錄於「社聯•花旗集團持續學習獎勵計劃2008」之個人戶口內。



2. Personal Particulars 個人資料

Title 稱謂 ☐ Mr 先生 ☐ Mrs 太太 ☐ Ms 女士 ☐ Miss 小姐 ☐ Other 其他 ()

Family Name 英文姓氏 _____ Name in Chinese 中文姓名 _____

(as shown on HKID card 如香港身份證所示)

Given Name 英文名字 _____

HKID first 5 digits (Alpha字母) 香港身份證號碼 首5字 _____ Job Title 職位 _____

(for verification & enrollment purposes only 只作核實及登記用途)

Organization 機構名稱 _____

Contact No. 聯絡電話 _____ E-mail 電郵 _____

(for Application Result & other notice 報名結果將送往此電郵)

Please indicate 請指示 ☐ Organization Address 機構地址 ☐ Personal Address 私人地址

Correspondence Address 通訊地址 _____

Education Level 教育程度 ☐ Form 5 中五 ☐ Form 7/Post-Secondary 中七 / 專上 ☐ Degree 學士 ☐ Master or above 碩士或以上 ☐ Other 其他 _____

3. Declarations 聲明

- I declare that all information given in this application form is, to my best knowledge, accurate and complete.
本人聲名本申請表之所載資料，依本人所知，均屬完整及正確。
- I consent that if registered, I will conform to the Rules and Regulations of the Institute.
本人同意如本人獲取錄入學，本人當遵守學院的一切上課指引及規則。
- I have noted, understood and agreed the content of the "Application Guidelines".
本人已細閱、明白並同意「報名須知」的全部內容。

Cheque payable to: The Hong Kong Council of Social Service
支票抬頭 香港社會服務聯會
Address: HKCSS Institute, Room 1109, 11/F, Duke of Windsor Social Service Building, 15 Hennessy Road, Wanchai, HK
地址 香港灣仔軒尼詩道15號溫莎公爵社會服務大廈11樓1109室 HKCSS Institute
Enquiry: Tel電話: 2876 2454 E-mail電郵: institute@hkcss.org.hk Fax傳真: 2864 2991
查詢

I want to obtain the next Prospectus. 我想索取下期課程手冊。 ☐ Yes 是 ☐ No 否

Signature 簽署 _____ Date 日期 _____

Enrollment for Seminars & Forums

研討會及講座參加表格 (Photocopies are accepted 接受印影本)

Please complete this form in BLOCK LETTERS. 請用正楷填寫此表格。

1. I will participate 我參加：

☐ HR Forum for NGOs 2008 - Mastery of Stress with your Teams

「社福機構人力資源管理研討會2008：有效解構員工情緒健康」

☐ Social Innovation and Business Insights - Get prepared for an Ageing Population

社會創新與商機 - 預備高齡化社會的來臨

☐ I DO NOT want to record the hour-points of the above course(s) in the "HKCSS - Citi Continuous Learning Recognition Scheme 2008".

本人不願意以上課程之參與時數記錄於「社聯•花旗集團持續學習獎勵計劃2008」之個人戶口內。



2. Personal Particulars 個人資料

Title 稱謂 ☐ Mr 先生 ☐ Mrs 太太 ☐ Ms 女士 ☐ Miss 小姐 ☐ Other 其他 ()

Family Name 英文姓氏 _____ Name in Chinese 中文姓名 _____

(as shown on HKID Card 如香港身份證所示)

Given Name 英文名字 _____

HKID first 5 digits (Alpha字母) 香港身份證號碼 首5字 _____ Job Title 職位 _____

(for verification & enrollment purposes only 只作核實及登記用途)

Organization 機構名稱 _____

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Correspondence Address 通訊地址 _____

Education Level 教育程度 ☐ Form 5 中五 ☐ Form 7/Post-Secondary 中七 / 專上 ☐ Degree 學士 ☐ Master or above 碩士或以上 ☐ Other 其他 _____

Education Level 教育程度 ☐ Form 5 中五 ☐ Form 7/Post-Secondary 中七 / 專上 ☐ Degree 學士 ☐ Master or above 碩士或以上 ☐ Other 其他 _____

3. Declarations 聲明

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地址 香港灣仔軒尼詩道15號溫莎公爵社會服務大廈11樓1109室 HKCSS Institute
Enquiry: Tel電話: 2876 2454 E-mail電郵: institute@hkcss.org.hk Fax傳真: 2864 2991
查詢

I want to obtain the next Prospectus. 我想索取下期課程手冊。 ☐ Yes 是 ☐ No 否

Signature 簽署 _____ Date 日期 _____

Enrollment for CEOs Meet CEOs Luncheon

總裁對談系列暨午餐會參加表格 (Photocopies are accepted 接受印影本)

Please complete this form in BLOCK LETTERS. 請用正楷填寫此表格。

- ☐ **Staff Empowerment and Succession Planning - Meeting with Mr. Shih Wing Ching, Chairman of Centaline Group**
與中原集團主席施永青先生對談
- ☐ **Driving Success in a Competitive Environment - Meeting with Mr. Sim S. Lim , Citi Country Officer, Hong Kong**
與花旗集團香港區行長林森成先生對談
- ☐ **Creating an Unique Caring Culture and Image within your Organisation - Meeting with Mr. Tang King Shing, Commissioner of Police, HKSAR**
與香港警務處處長鄧竟成先生對談

Organization
機構英文全名 _____

Name of
Contact Person
聯絡人姓名 _____ Mr / Mrs / Ms / Other
先生/太太/女士/其他 _____ Job Title
職位 _____

Contact No.
聯絡電話 _____ E-mail
電郵 _____
(for Application Result & Other notice 報名結果及通知將送往此電郵)

Participant 參加者 (1)

Title
稱謂 _____ Mr / Mrs / Ms / Other
先生/太太/女士/其他 _____ Job Title
職位 _____

Name in English
英文姓名 _____ Name in Chinese
中文姓名 _____

Contact No.
聯絡電話 _____ E-mail
電郵 _____

Participant 參加者 (2)

Title
稱謂 _____ Mr / Mrs / Ms / Other
先生/太太/女士/其他 _____ Job Title
職位 _____

Name in English
英文姓名 _____ Name in Chinese
中文姓名 _____

Contact No.
聯絡電話 _____ E-mail
電郵 _____

Participant 參加者 (3)

Title
稱謂 _____ Mr / Mrs / Ms / Other
先生/太太/女士/其他 _____ Job Title
職位 _____

Name in English
英文姓名 _____ Name in Chinese
中文姓名 _____

Contact No.
聯絡電話 _____ E-mail
電郵 _____

Enquiries & Contact Methods 查詢及聯絡方法

Tel No. 電話號碼	2876 2454 / 2864 2905	Email 電郵地址	institute@hkcss.org.hk
Fax No. 傳真號碼	2864 2991 / 2862 2565	Website 網址	www.hkcss.org.hk/institute

Financial Support for Training Activities for the Sector 可供業界申請有關員工訓練的資助

Applicants should send their applications for financial support directly to relevant organizations. HKCSS Institute does not guarantee any successful application.

申請人需自行向有關團體提出申請，HKCSS Institute 不保證申請獲得成功批核。

Social Work Training Fund (Type III Activities) Partial Sponsorship 社會工作訓練基金〔第III類活動〕部分資助

To facilitate the improvement of social work knowledge and management skills of social workers, organizations may apply for grants from the Social Work Training Fund (SWTF) to sponsor their social work employees for attending relevant courses organized by HKCSS Institute.

For details, please visit the website of the Social Welfare Department or call 2575-4321.

為增進香港社會工作者的知識及技巧，機構可為其聘用的社會工作者，向社會工作訓練基金申請補助金，以參加由本學院舉辦的有關課程，詳情可參閱社會福利署網頁或致電2575-4321。

Map 地圖



HKCSS Institute Office 辦事處

Room 1109, 11/F, Duke of Windsor Social Service Building, 15 Hennessy Road, Wanchai, Hong Kong
香港灣仔軒尼詩道15號溫莎公爵社會服務大廈11字樓1109室

Opening Hours: (Mondays to Firdays) 9:00am-1:00pm and 2:00pm-5:30pm
辦公時間：(星期一至五) 早上九時正至下午一時正 及 下午二時至五時半

Website 網址: www.hkcss.org.hk/institute