



員工培訓

**EMPLOYEES  
TRAINING**

我們深信，每位員工均有不同方面的潛能，有待發掘成為人才，因此我們十分重視員工的發展，不單注重提升員工的職業技能，而且切實推行多元而務實的個人發展培訓課程，渴望每位員工都得到全面的發展，拓展更美好的前途。

我們視員工為公司的重要資產，希望給予員工充滿發展機會的職業，而不是一份工作；更期望在發掘員工的潛能之餘，員工能夠和公司一起成長。

我們於2006年9月成立員工關顧部，由行政部、人才管理部、學習及發展部、內部傳訊部組成，專門為改善員工的福利而設，並為員工提供不同類型的培訓項目，以提升員工的潛能。

Employees are our most important asset and we believe they can fully develop their potentials through appropriate career training. Hence, we are very committed to human development by providing them with a variety of professional training.

We do not simply offer our Talent employment – we offer them an environment and opportunities for career development. We hope they can recognize and upgrade their potentials and grow with us.

In September 2006, the functions of Talent Management, Administration, Learning & Development and Internal Communications of Guangzhou Office were structured under a single group known as Staff Engagement Department (SED). The SED primary objective is improving staff benefits and providing them first-class training for full potential development.

## 專業培育 邁向卓越

我們重視人才的學術及技術知識，願意投放資源培育每位人才，使他們在思考、處事、溝通及領導、能力各方面都得以提升，從而使他們擁有更卓越的工作表現，為美好前程打穩基礎。

### 工作技能培訓 締造卓越成就

我們深明員工是公司的重要資產，亦相信只有「開心的員工可帶來開心的客人」，因此我們願意全力協助員工，希望他們能在工作崗位上順利完成任務之餘，每一天也帶著愉快的心情工作。

為了讓負責前線的銷售人員與客戶建立良好關係，我們邀請了許多在社會上有著不同成就和貢獻的知名人士來主領講座和培訓課程，其中包括邀請黃桂林主講表達與銷售技巧；詹瑞文與從事客戶服務的同事分享對客戶的應有態度；張堅庭則教授安裝技術員如何對客戶保持彬彬有禮的方法等等。

透過知名人士的專業資格和才能，跟員工分享交流，使員工在工作技能上得到全面的裝備；亦有助他們能在工作上得到滿足感，找到自我的角色和位置，更幫助他們在工作上步向更成功的道路。

## DEDICATED AND PROFESSIONAL TRAINING

We highly value talents and skills and proactively invest on their development. Enhanced leadership, communications and other skills help job performance and pave the way for a brighter future.

### Skills Enhancement for Career Excellence

Corporate success depends on talents. With our philosophy of "Happy Staff Bring Happy Customers", we proactively partner with our people regarding their jobs and provide them with a happy working environment.

Addressing talents' requirements, we collect their opinions and thoroughly analyze training programs. In addition to training by relevant in-house experts, we invite celebrities to share their experience and success to strive for excellence on customer relationships. During the year, we have invited Terence Wong to hold a workshop on sales presentation; Jim Chim on customer service attitudes; and Alfred Cheung on technicians' politeness to customers.

Sharing professional knowledge and experience, talents can attain job satisfaction and better equip themselves for future success regarding both career and life development.



- ▲ 知名人士主領講座和培訓課程
- ◀ We invite celebrities to hold different workshops

## 個人發展培訓 實踐璀璨人生

我們注意到人才的全面發展對企業及員工個人的將來都相當重要，因此我們除了提供適切而實際的培訓講座及課程予每位員工參加，務求使他們不單在工作上應付有餘；與此同時，我們從不忽略人才的心理素質，在這個充滿壓力的社會，要讓人活得自在實在不易，我們渴望每位人才能得到身心健康的發展，學會面對壓力，又能活得輕鬆，因此舉辦不同的心理健康講座是不可或缺的。

## 建立團隊合作 加強內部溝通

我們透過定期舉辦團隊建立工作坊，讓同事一起完成特別的任務，有助他們培養團體合作精神，加強內部溝通，合作自然更加流暢。另外，我們亦舉辦廣州行政人員發展計劃，安排在廣州工作的員工來到香港實習及培訓1至6個月，了解及參與各部門的工作，吸收不同範疇的知識，使他們的閱歷也得以提升。

人才得到全方位的培訓，使他們在工作和生活上能有健康平衡的發展，協助他們建構美好人生是我們培訓人才的理念。

## Personal Development for Rewarding Life

Comprehensive talent development is essential for both employer and employees. Without sound health, all the training workshops and career development initiatives cannot provide talents with a happy and rewarding life. In such a stressful society, people must learn how to handle stress and remain psychological fit. Therefore, we provide regular stress management workshops and health seminars.

## Effective Internal Communication

Team cooperation is one of the essential social skills. With regular team-building workshops, talents strengthen their cooperative skills through collaborative tasks. Besides team cooperation, effective internal communication facilitates learning among all of us. To foster communications among different departments, we launched our Guangzhou Executive Development Program to sponsor promising talents from our Guangzhou office to Hong Kong office for periods of 1 to 6 months, affording them better understanding of departmental functions.

Through comprehensive training for holistic development, talents can fully elevate their potentials and attain both job and life satisfaction. This benefits corporate growth and development.



- ▲ 我們舉辦團隊建立工作坊，有助加強內部溝通。  
We organize team-building workshops to strengthen employees' cooperative skills

公司內部專才為員工舉辦專業訓練課程 ►  
Internal subject matter experts run in-house professional development series

