



培訓及顧問服務 Training and Consultancy

2007/08年度，約有220位來自146間機構、政府部門、大學、中小型企業及非政府組織的人力資源從業員加入「平等機會之友會」，分享他們在工作間推行多元共融的經驗。平機會每年會舉辦數項活動，讓會員掌握最新的良好管理常規。此外，會員亦有機會參與交流聚會，討論多元共融及投訴處理等問題。

平機會自2001年提供培訓及顧問服務以來，已為超過64,800位來自私營企業、公營機構及非政府組織的人力資源從業員及其他界別的專業人士舉辦了超過1,200場講座、簡介會及工作坊。

In 2007/08, about 220 human resources practitioners from 146 corporations, government departments, universities, SMEs and non-governmental organizations (NGOs), joined the EO Club to share their experiences in implementing diversity in their respective workplaces. Several events were scheduled during the year for members to keep abreast of the latest best practices. Members' networking sessions were likewise organized for the exchange of ideas on diversity issues and the handling of complaints.

Since the EOC's training and consultancy services began in 2001, we have conducted over 1,200 talks, presentations and workshops for more than 64,800 people comprising human resources practitioners, legal and other professionals from private business, public bodies and NGOs.





持續活動

為私營機構而設的平等機會工作坊

平機會的培訓服務質素獲得好評，不單可從培訓學員的回應得到肯定，也從舊學員繼續報讀更多課程反映出來。2007/08年度的培訓班學員中，約有50%以往曾報讀平機會其他課程，反映學員對平機會的培訓服務相當滿意。

平機會在2007/08年度舉辦了兩季定期課程共33節，參加人數達685人。

「度身訂造」的培訓課程

在2007/08年度，我們共為8,406人提供了198節「度身訂造」的培訓課程。「反歧視條例」仍然是最受歡迎的課程，其次是「防止及處理性騷擾」。

為不同持份者提供培訓

人力資源從業員

應香港人力資源管理學會邀請，平機會為人力資源從業員提供了三次有關香港平等機會法例的課程。這些課程亦成為該學會2010年會藉制度的指定課程之一。

Ongoing Activities

Equal Opportunity Workshops for the Private Sector

We have received a lot of positive feedback from our training participants regarding the quality of our training services, and many of our trainees have returned for more training sessions. In 2007/08, about 50% of our trainees were participants from previous training, indicating a high level of satisfaction with our services.

Two calendar programmes consisting of 33 sessions for 685 participants were completed during 2007/08.

Tailor-made Training Programmes

In 2007/08, we completed 198 training sessions for 8,406 people. Anti-discrimination ordinances remained the most sought-after programme, while prevention and management of sexual harassment came second.

Training for Different Stakeholders

Human Resources Practitioners

Upon the invitation of the Hong Kong Institute of Human Resource Management (HKIHRM), the EOC provided three training sessions on Hong Kong's equal opportunities legislation to human resources practitioners. The course was one of the courses leading to the new HKIHRM membership scheme to be launched in 2010.

為工會而設的培訓課程

工會有時會是僱員遇到歧視及騷擾問題時，首個接觸及求助的機構。2007/08年度，平機會為「香港職工會聯盟」提供一項培訓課程，這工作坊旨在提升工會會員對平機會推廣平等機會及投訴處理機制的認識與瞭解。

為婦女團體而設的培訓課程

平機會本年度為「平等機會婦女聯席」的會員舉辦了一個工作坊，而這次工作坊的重點為香港反歧視條例。

為公務員而設的培訓課程

政府作為香港的最大僱主，除透過其他措施外，亦為僱員提供培訓，藉此推動平等機會。應「公務員事務局」屬下「公務員培訓處」的要求，平機會為公務員舉辦了8個關於反歧視條例及工作間多元文化的工作坊。

另外，我們亦在本年度應個別政府部門的要求，舉辦了共26個有關多種平等機會課題的培訓課程。

Training for Trade Unions

Trade unions can be the first contact point for assistance when employees face discrimination and harassment. In 2007/08, a training session was held for the Hong Kong Confederation of Trade Unions. The workshop was designed to enhance their members' knowledge and awareness of issues relating to equal opportunities and also introduce the EOC's complaints handling mechanism.

Training for Women's Groups

We held one workshop for members of the Hong Kong Women's Coalition on Equal Opportunities during the year. The workshop focused on Hong Kong's anti-discrimination ordinances.

Training for Civil Servants

As the largest employer in Hong Kong, the Government has demonstrated its dedication to equal opportunities by, among other measures, providing training for its employees. Initiated by the Civil Service Training and Development Institute under the Civil Service Bureau, a total of eight workshops on anti-discrimination ordinances and diversity in the workplace were delivered for civil servants.

Another 26 training sessions on various equal opportunity topics were also provided to individual government departments by request during the year.



製作培訓教材

平機會本年度製作了兩套短片，以增進持份者對平機會投訴處理程序及調解過程的瞭解。兩套短片的廣東話、普通話及英語版連字幕已上載至平等機會委員會網頁，供有興趣人士瀏覽及觀看。平機會亦已於2008/09年度推出影片的手語版。

投訴處理程序的短片介紹了平等機會法例和平機會的投訴渠道，協助觀眾理解處理投訴的每個步驟。

反歧視條例規定平機會需致力以調解方式處理投訴。但調解並非日常生活中人人都有的經歷，因此有關調解過程短片的製作，旨在協助投訴雙方事先理解調解過程。短片提供模擬的調解過程，包括調解的不同階段、調解員的角色及可能的結果。目前的一貫做法是於調解會議前，先向投訴雙方播放此短片。

Developing Training Materials

Two videos were produced this year to familiarise stakeholders with the EOC's complaints handling procedures and its conciliation process. Both videos are available in Cantonese, Putonghua and English with subtitles, and have been uploaded to the EOC website for viewing by interested parties. Sign language versions were also made available in 2008/09.

The video on our complaints handling procedures covers the scope of Hong Kong's equal opportunity legislation and the means of lodging a complaint with the EOC. It also guides viewers through all the steps involved in the resolution of a complaint.

It is stipulated in the anti-discrimination legislation that the EOC shall endeavour to effect the settlement of a complaint by way of conciliation. Conciliation, however, is not a common experience in our everyday life. The video on our conciliation process is therefore designed to help the parties involved in a complaint to prepare for the process. It provides a simulation of the process including the different stages in conciliation, the role of the conciliator and the possible outcomes. It is now standard practice for the video to be shown to parties of a complaint prior to their conciliation meeting.

為了防止校園性騷擾，平機會於2007年8月為大專院校推出香港首個防止校園性騷擾網上課程，讓學生對校園性騷擾問題有更深入瞭解。

In an effort to prevent sexual harassment on campus, the EOC introduced Hong Kong's first on-line training module in August 2007. The module is designed to help tertiary institutes prevent sexual harassment and assist their students to gain a better understanding of the issue.

