# 公務員事務局 Civil Service Bureau
# 職業安全及健康研討會 Occupational Safety and Health Seminar

| | | |
|---|---|---|
| 題目 Topic | : | 了解語言暴力及應對方法 (第一部：前線人員)<br>Understanding and Responding to Verbal Violence<br>(Part I: for frontline staff) |
| 日期 Date | : | 25.11.2026 (星期三 Wednesday) |
| 時間 Time | : | 上午 9 時 30 分至下午 12 時 30 分<br>9:30 a.m. to 12:30 p.m. |
| 地點 Venue | : | 香港銅鑼灣高士威道 66 號香港中央圖書館演講廳<br>Lecture Theatre of Hong Kong Central Library, 66 Causeway Road, Causeway Bay, HK |
| 內容 Content | : | 研討會旨在加強前線員工對工作間語言暴力事故的認識，以及強化他們處理難應付顧客的技巧。講者會講解各類挑釁性的處境／行為和相應的處理策略，以及介紹因工作間語言暴力而引致的壓力及情緒困擾的緩解方法。我們希望參加者將在研討會中獲得的資訊帶回所屬局／部門作進一步推廣。<br>The seminar aims at enhancing the knowledge of frontline staff on verbal violence at work and strengthening their skills in handling difficult customers. Speaker will introduce the aggressive situations/behaviours and elaborate on the coping strategies to handle them. Also, the speaker will speak on the measures to manage the stress and emotional disturbances arising from verbal violence at work. Participants are encouraged to help promote the messages disseminated through the seminar in their respective bureaux/departments. |
| 語言 Language | : | 粵語 Cantonese |
| 對象<br>Target participants | : | 有興趣的同事<br>Colleagues who are interested in the topic |
| 截止報名日期<br>Application deadline | : | **28.10.2026** |
| 查詢 Enquiries | : | 鄺婉怡小姐 Miss Anita KWONG<br>電話 Tel: 3655 5700 |