

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（第二部：督導人員） Understanding and Responding to Verbal Violence (Part II: for supervisory staff)
日期 Date	: 6.2.2026 (星期五 Friday)
時間 Time	: 上午 9 時 45 分至下午 12 時 45 分 9:45 a.m. to 12:45 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 Lecture Theatre of Hong Kong Central Library, 66 Causeway Road, Causeway Bay, Hong Kong
內容 Content	: 研討會旨在加強督導人員對工作間語言暴力事故的認識，以及強化他們處理有關事故的能力，尤其是由下屬上報需要跟進的個案。講者會講解各類挑釁性的處境／行為、督導人員在語言暴力事故中的角色，以及相應的處理策略。另外，講者亦會介紹如何檢討有關事故，從而找出改善／預防方法，以及協助下屬緩解因工作間語言暴力而引致壓力和情緒困擾的方法。我們希望參加者將在研討會中得的資訊帶回所屬局／部門作進一步推廣。 The seminar aims to enhance the awareness of supervisory staff on verbal violence at work and improve their ability to handle the verbal violence incidents, especially those escalated by their sub-ordinates. Speaker will introduce the aggressive situations/behaviors and the role of supervisors in the verbal violence incidents and the coping strategies to handle them. Also, the speaker will discuss the skills needed to analyse the incidents and develop improvement/preventive measures, and to support their sub-ordinates suffered from stress/emotional disturbances arising out of 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 Target participants	: 督導人員 Staff at supervisory level
截止報名日期 Application deadline	: <b><u>14.1.2026</u></b>
查詢 Enquiries	: 鄭婉怡小姐 Miss Anita KWONG (電話 Tel: 3655 5700)