



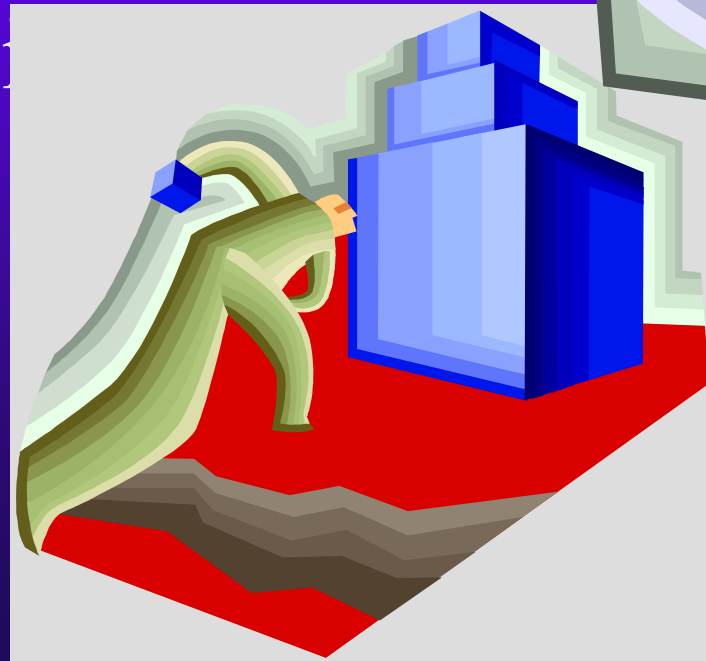
**Development and Learning as
Human Resource Strategy to
foster Mental Health in the
Workplace:
EAP & Organizational Learning**

Presented by

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Human Dynamic Asia Pacific Limited**

Challenges in Fostering Mental Health in Asia

- ◆ Less developed social welfare concept and policy in Asian societies



Challenges in Fostering Mental Health in Asia

- ◆ Less developed people management philosophy in business world



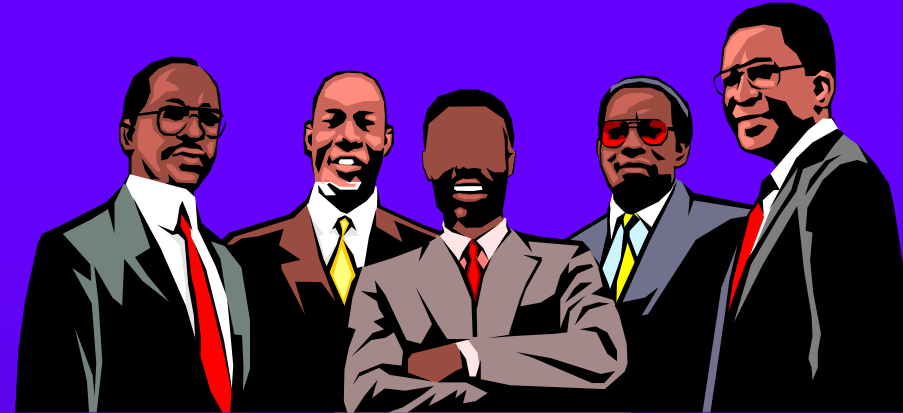
Challenges in Fostering Mental Health in Asia

- ◆ Less developed counseling professions, mental health care, and EAP industry



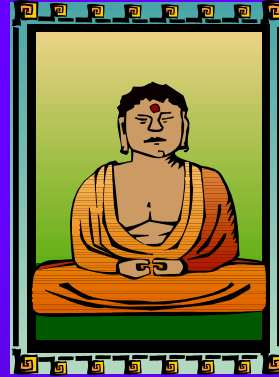
Cultural Differences

- ◆ Simply Asian
- ◆ Familialism
- ◆ Collectivism
- ◆ Authoritarian

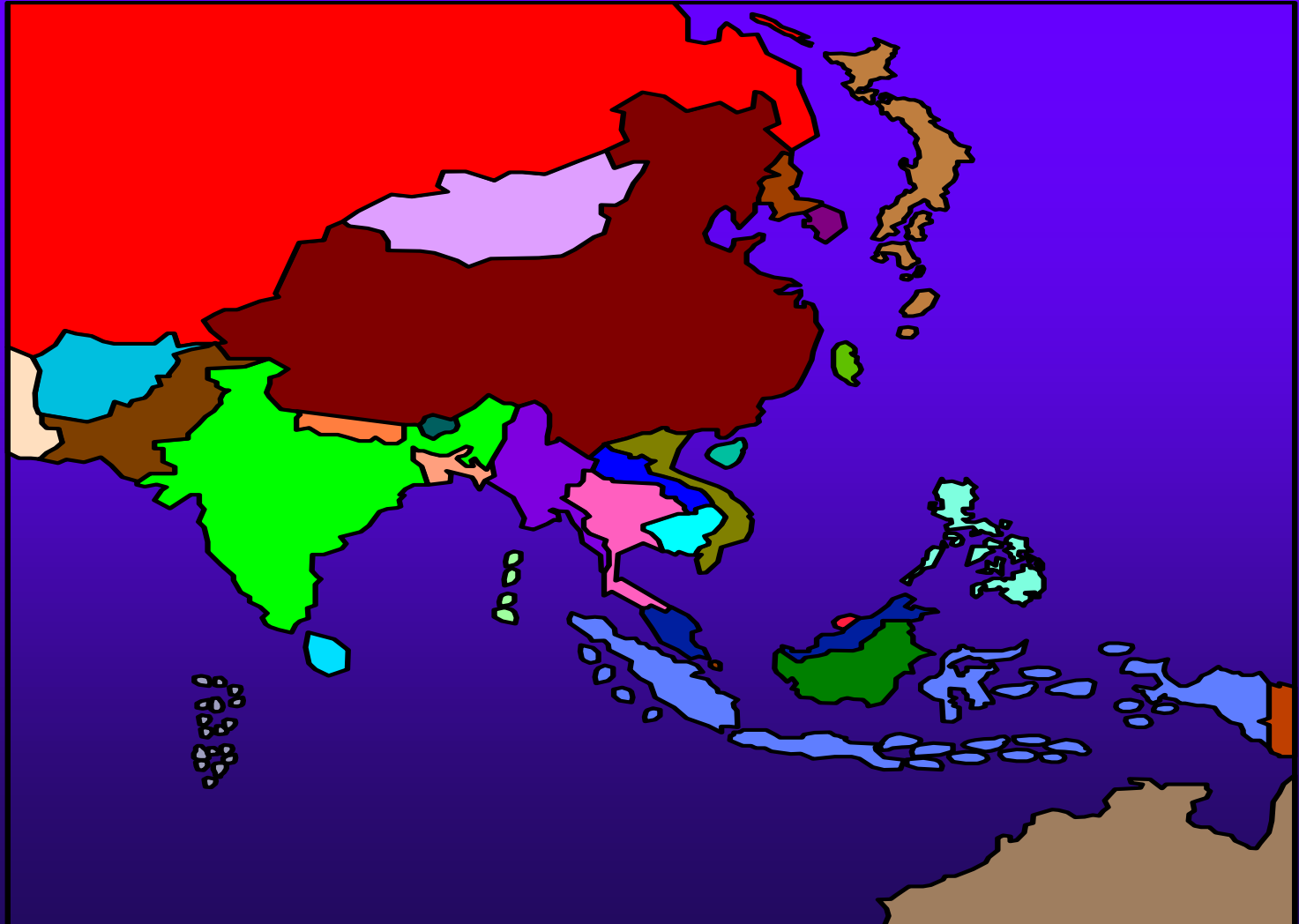


Cultural Differences

- ◆ Languages
- ◆ Religions & Ideologies



Development of EAP in Asia



The Different Concept & Development of ...

EAP in Asia



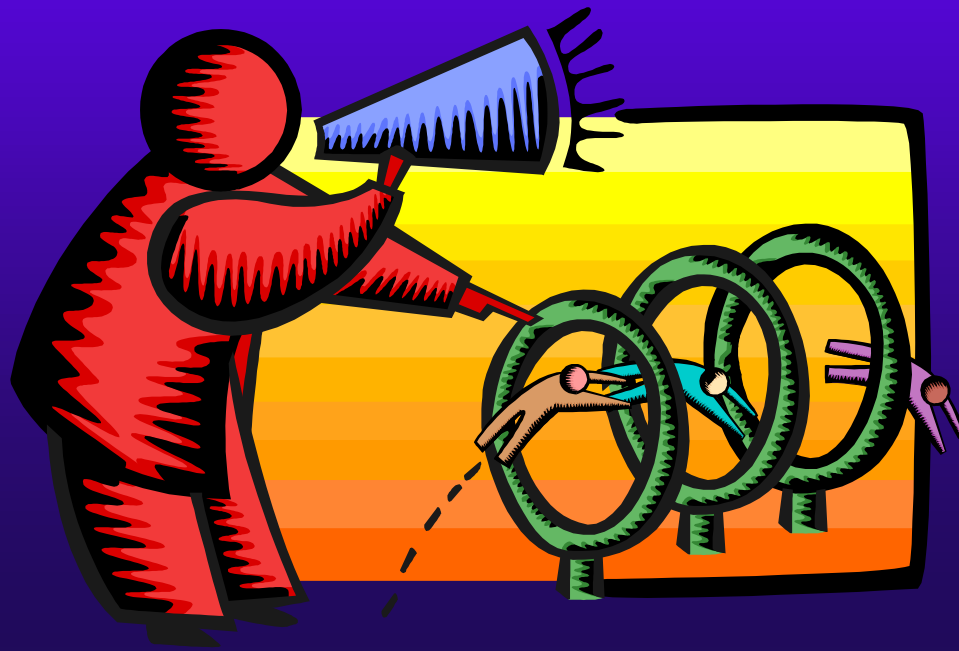
Characteristics of EAP Development in Asia Pacific

- ◆ Influenced by the American concepts in 1990s but developed its own unique concepts and approaches in 2000s



Characteristics of EAP Development in Asia Pacific

- ◆ More business-driven and less government-driven



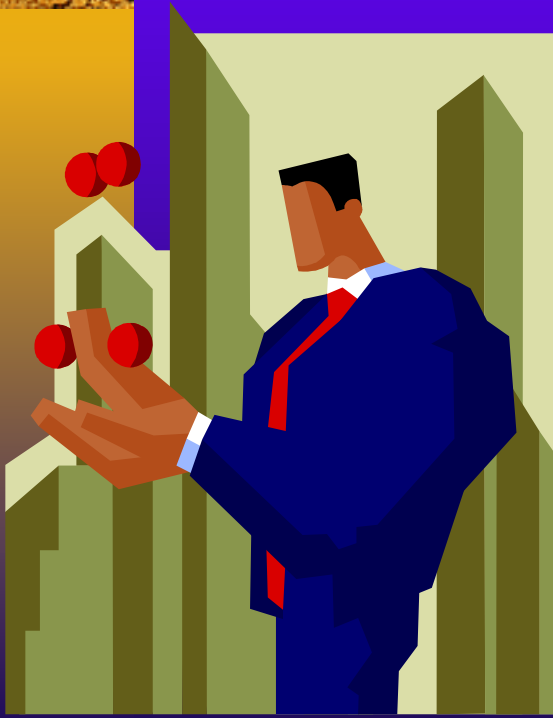
Characteristics of EAP Development in Asia Pacific

- ◆ More towards EAP as people management strategy and less towards “rehabilitation”



Characteristics of EAP Development in Asia Pacific

- ◆ More development and learning in focus and less “counseling”





About **HUMAN DYNAMIC**



Our Mission:

- ◆ Building a **Joyful,**
Healthy and
Productive
Workforce in Asia
Pacific





Professional Team

- ◆ Counselors
- ◆ Clinical psychologists
- ◆ Psychiatrists
- ◆ Lawyers & Accountants
- ◆ HR & Training consultants



Our Professional Network

- ◆ Hong Kong & China
- ◆ Taiwan
- ◆ Singapore
- ◆ Malaysia
- ◆ Thailand
- ◆ Philippines
- ◆ Japan
- ◆ Korea
- ◆ India
- ◆ Australia & New Zealand





OUR EAP CUSTOMERS

- ◆ JP Morgan Chase
- ◆ Standard Chartered
- ◆ Fortis Bank
- ◆ Merrill Lynch
- ◆ Dah Sing Bank
- ◆ NIKE International
- ◆ MTR Corporation
- ◆ Shell
- ◆ Colgate-Palmolive
- ◆ P&G
- ◆ Glaxo SmithKline
- ◆ Honeywell
- ◆ Dow Chemical
- ◆ Du Pont

Human Dynamic provides

- ◆ **Dynamic EAP**
- ◆ **Dynamic Organization Learning**





Dynamic EAP

A Total Solution

for

People Management

Problems



Dynamic EAP

- ◆ PPC Service
- ◆ CISD
- ◆ Relocation Adjustment Program
- ◆ Outplacement Service
- ◆ Management Supervisory Training
- ◆ Social Competence Training




Dynamic Organizational Learning

A Total Solution

for

Organizational Learning



Dynamic Organizational Learning

- ◆ Psychological Assessment Services
- ◆ Staff Attitude Survey
- ◆ Executive Coaching & Mentoring
- ◆ Learning & Development Seminars

**Fostering Mental
Health in the
Workplace through
EAP & Organizational
Learning:
the Experience in
Greater China**





PPC Service

- ◆ career & work consultation
- ◆ people management consultation
- ◆ marriage & family counseling
- ◆ relocation & cultural adjustment
- ◆ mental health & psychological counseling
- ◆ legal consultation
- ◆ financial consultation

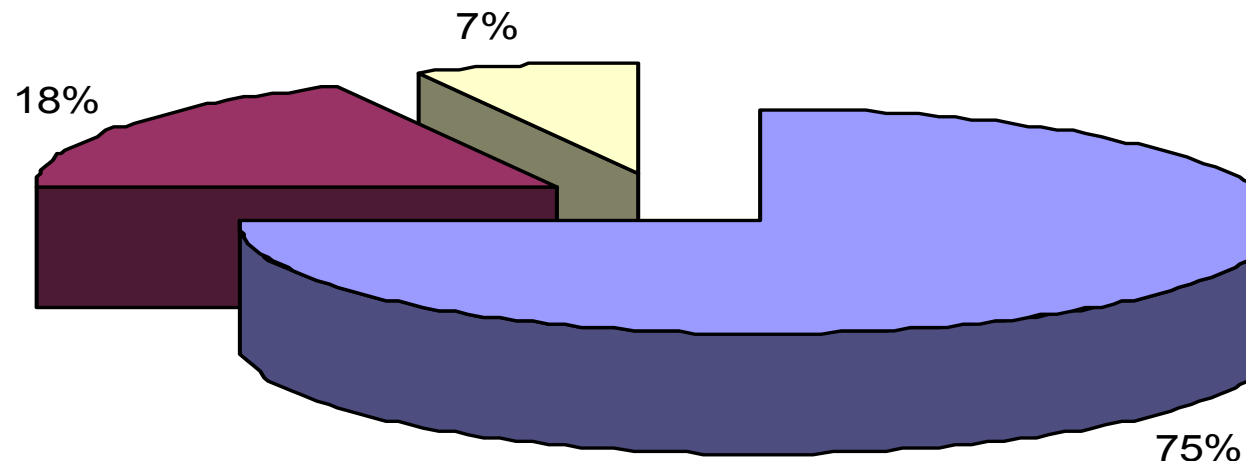


Forms of PPC Service

- ◆ Telephone consultation
- ◆ Face-to-face consultation
- ◆ 24-hour emergency pager service

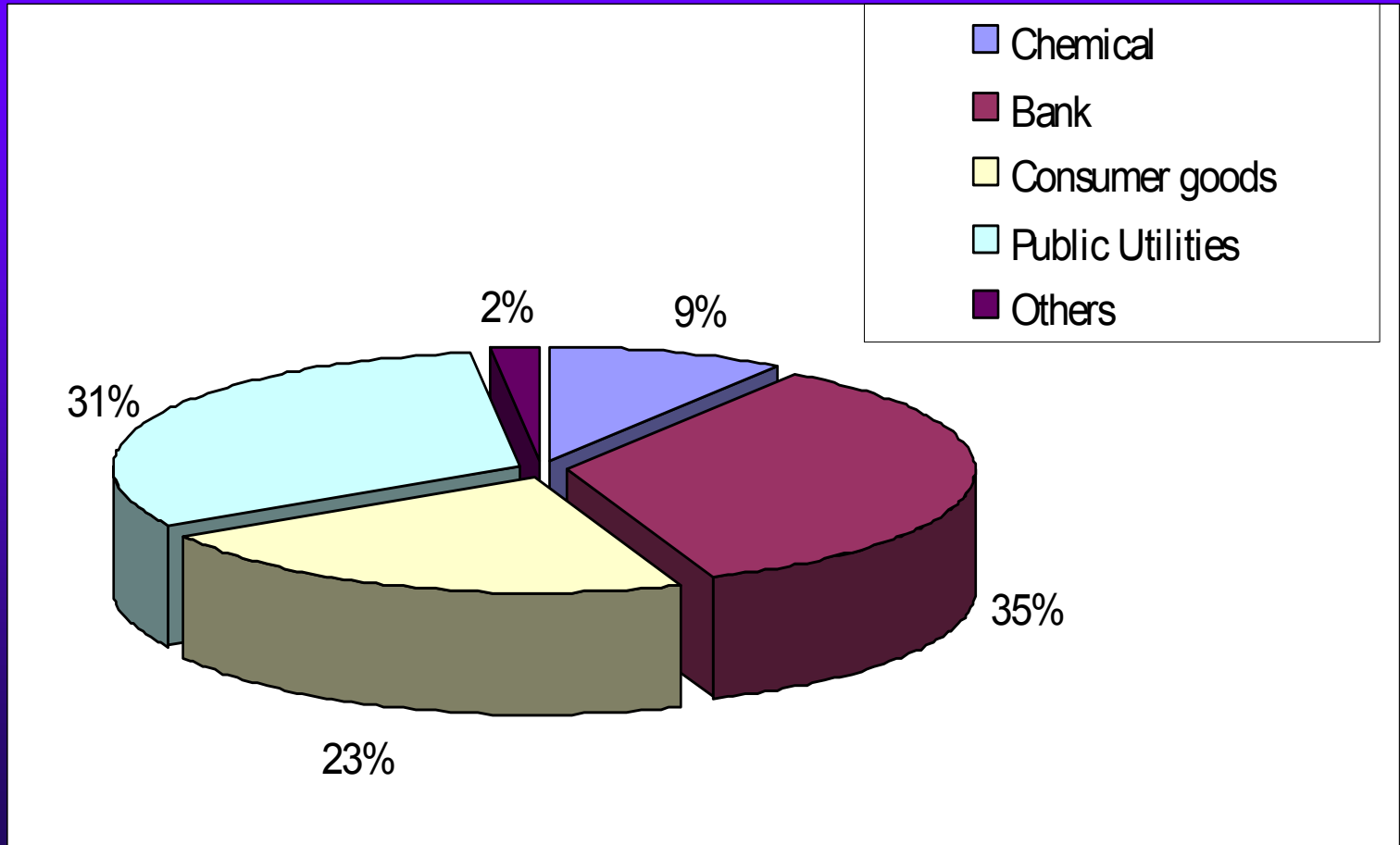
EAP Customer Distribution in Greater China

Total Employee Population: 23786

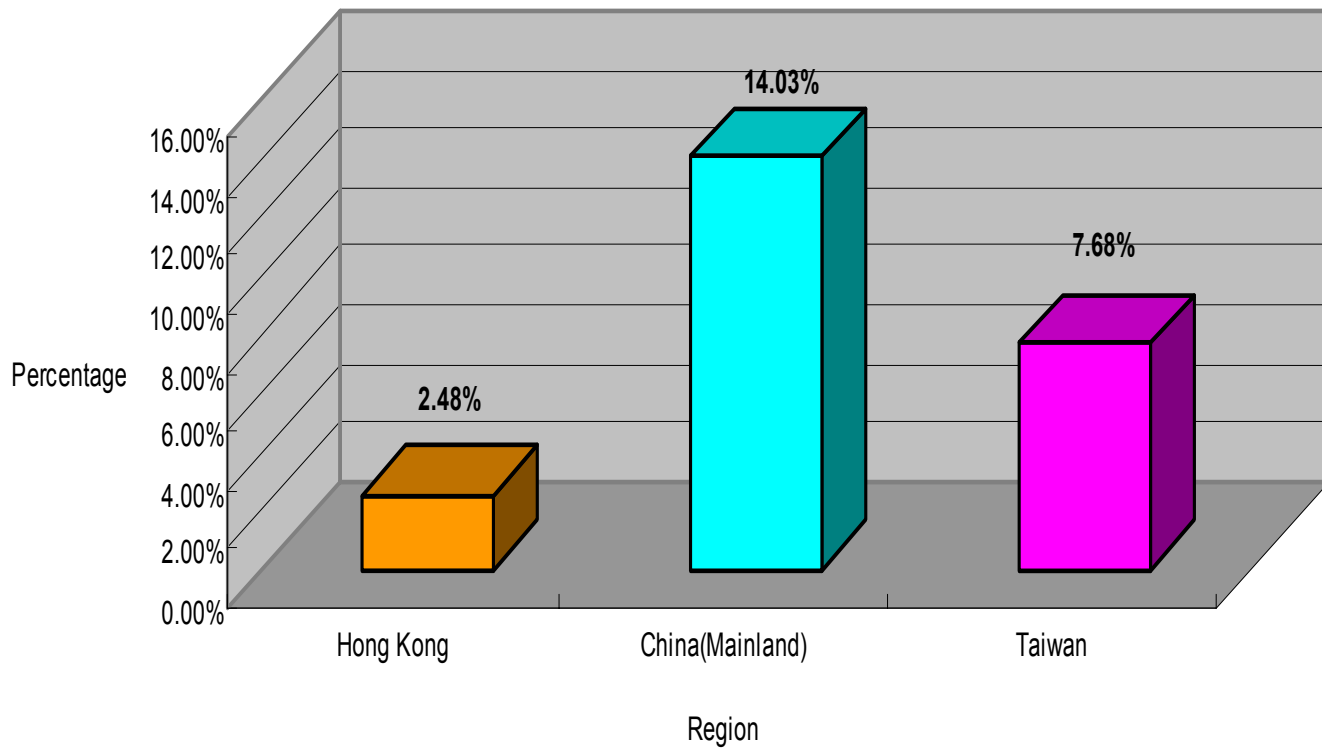


■ Hong Kong ■ China(Mainland) ■ Taiwan

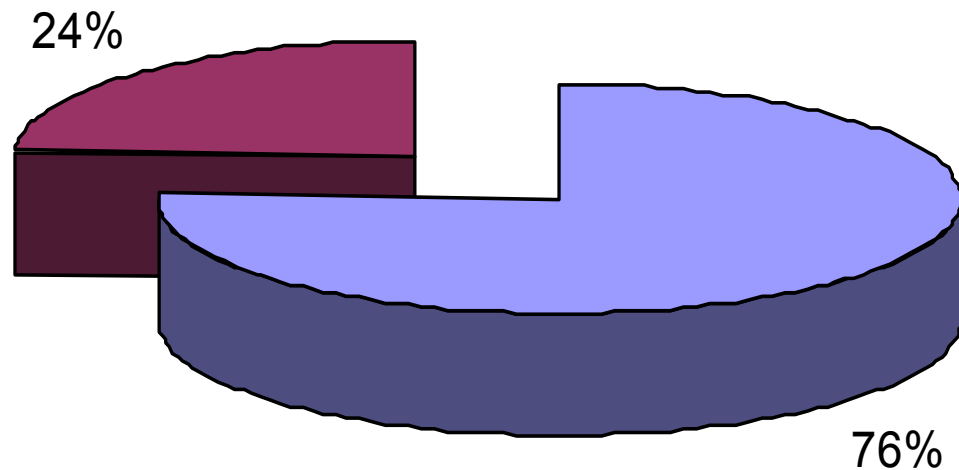
Industries Distribution of EAP Customers in Greater China



Utilization Rates of EAP in Greater China

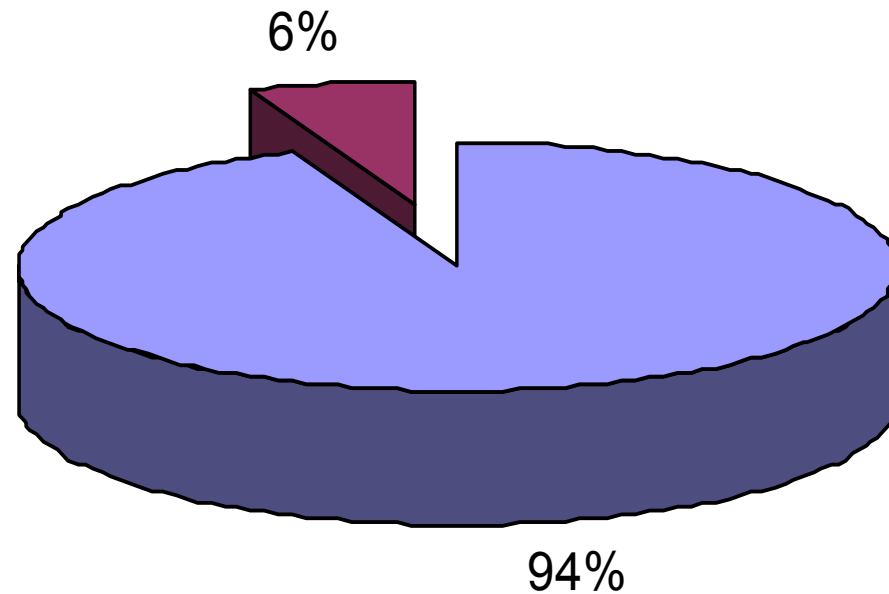


Distribution of Telephone and Face-to-Face Consultation in Greater China



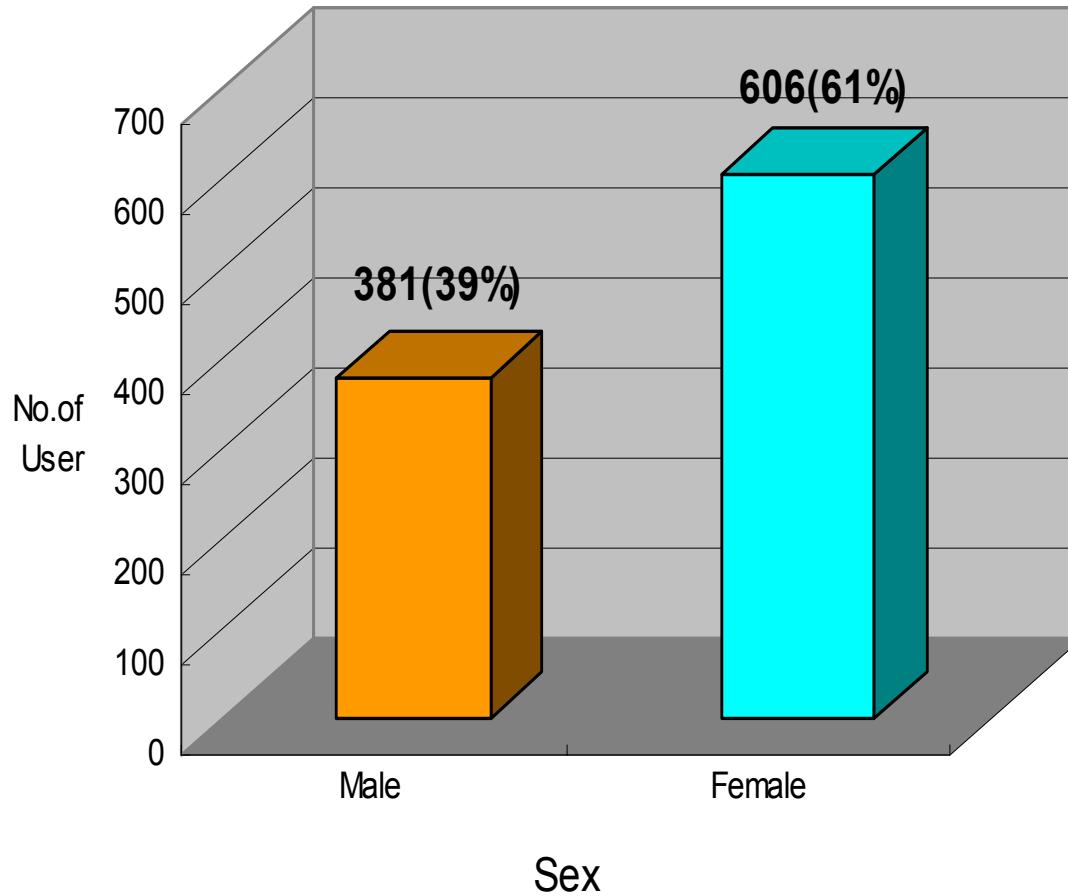
■ Telephone Consultation ■ Face to Face Consultation

Distribution of Self Referral or Management Referral in Greater China

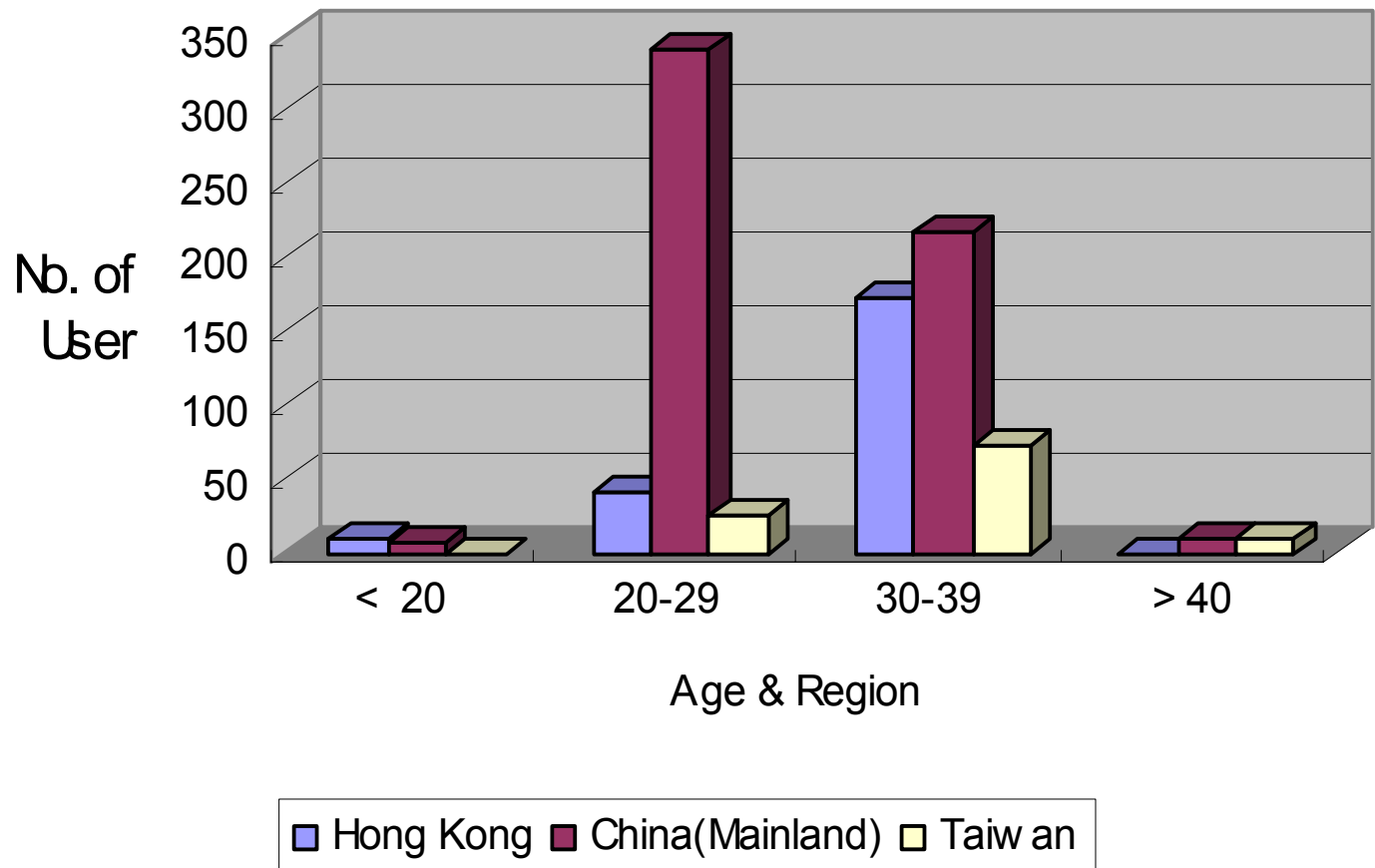


■ Self referral ■ Management referral

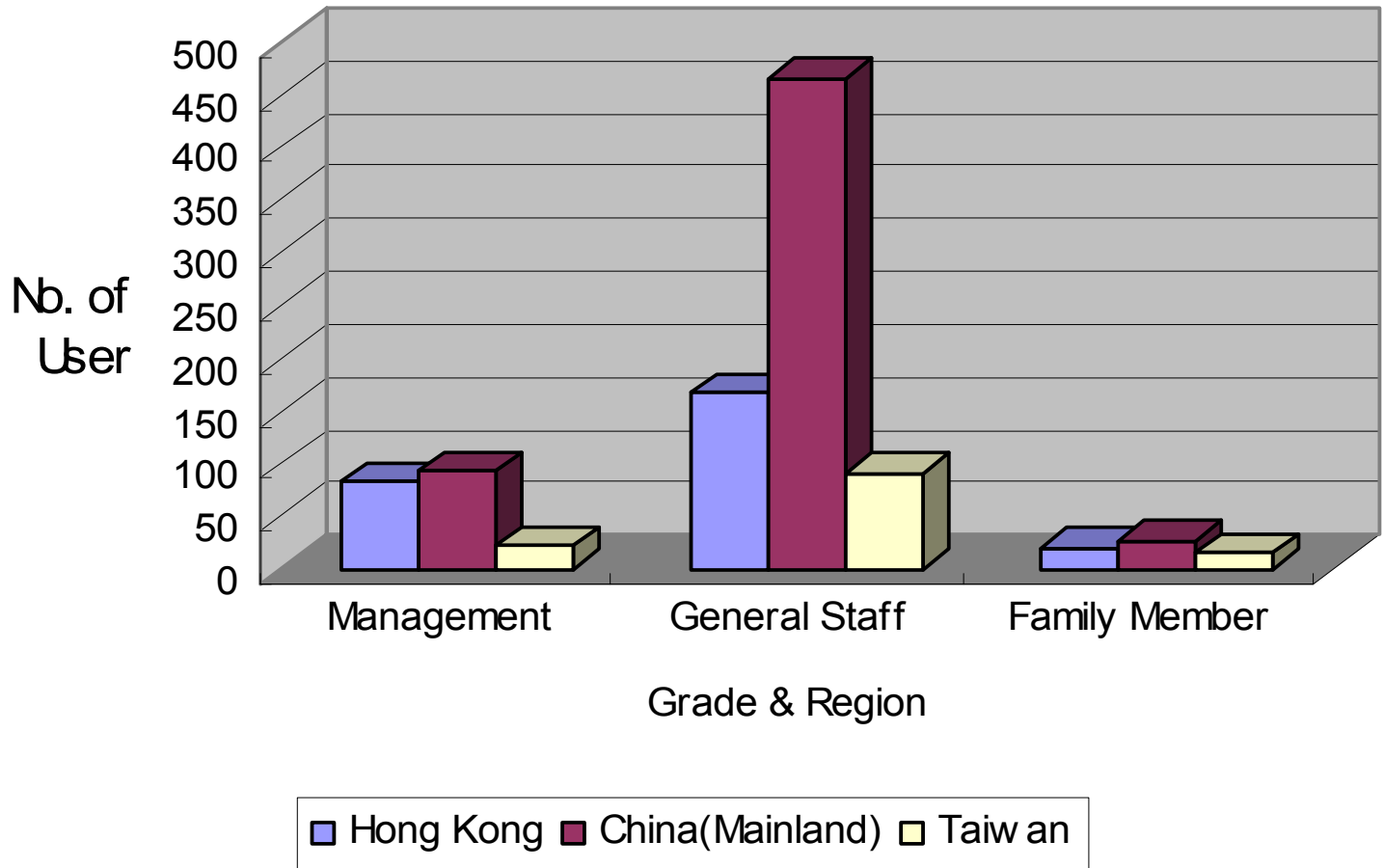
Gender Distribution of PPC Clients in Greater China



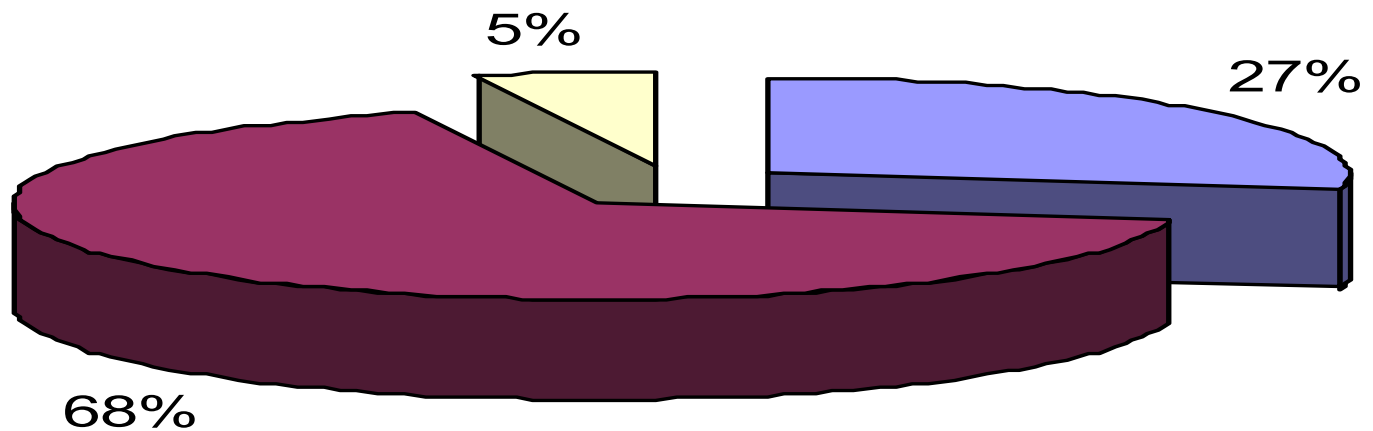
Age Distribution of PPC Clients in Greater China



Rank Distribution of PPC Clients in Greater China

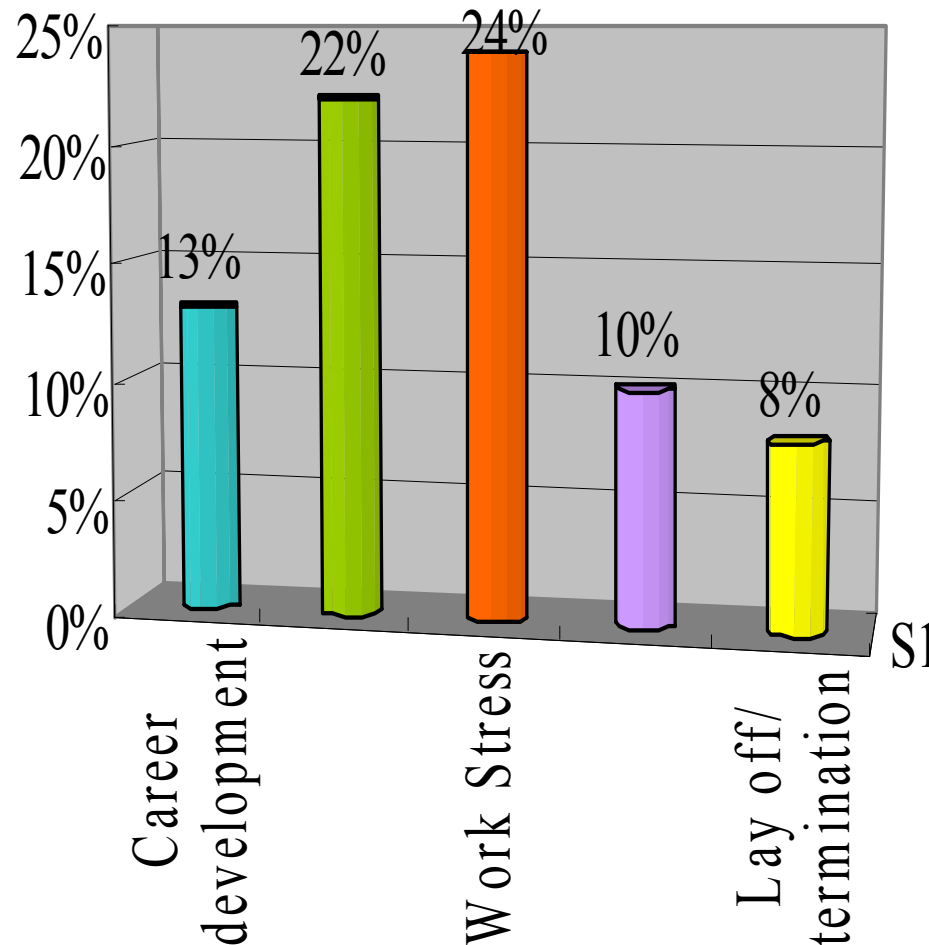


Problem Natures of EAP Consultation in Greater China



- Work related Issues
- Personal Issues
- Others Issues

Major Work Related Issues in Greater China



■ Career development

■ Work relationship

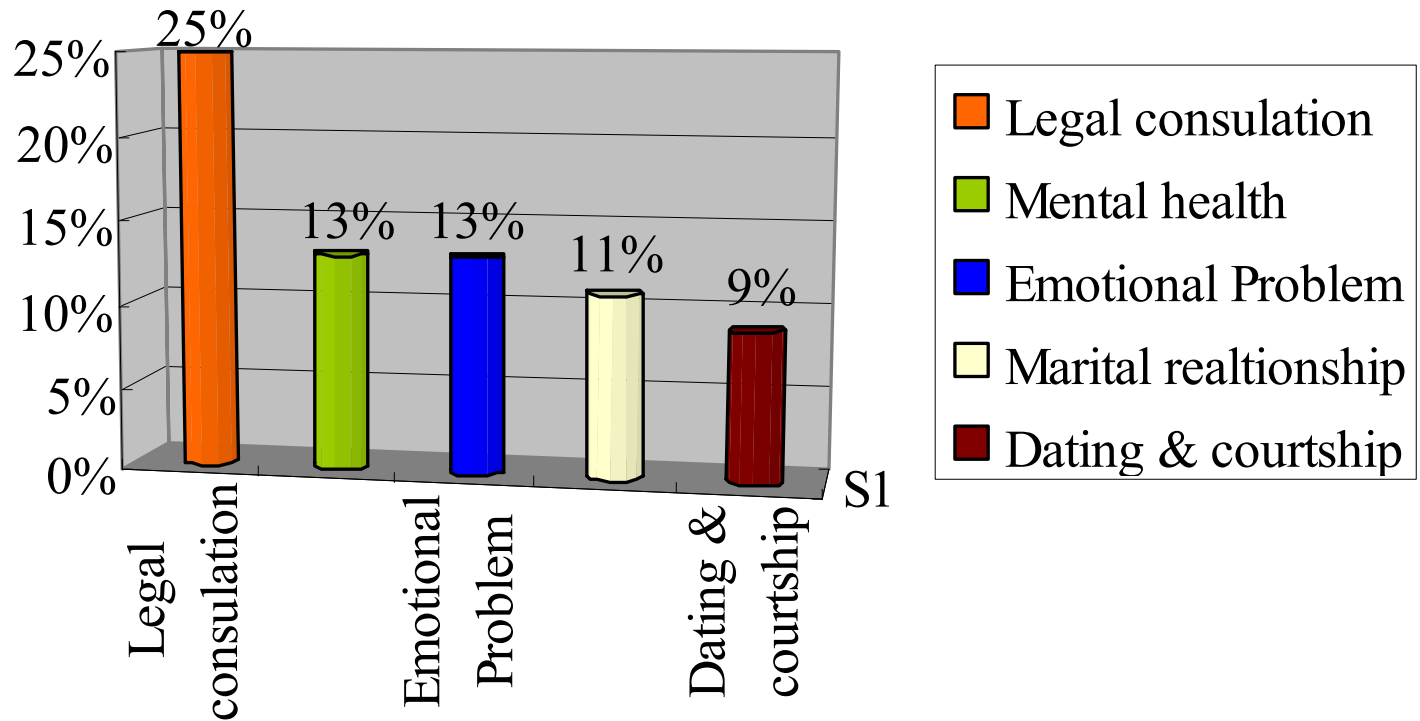
■ Work Stress


■ Job search

■ Lay off/ termination

S1

Distribution of Personal Issues in Greater China





Dynamic Organizational Learning

- ◆ Psychological Assessment Services
- ◆ Staff Attitude Survey
- ◆ Executive Coaching & Mentoring
- ◆ Learning & Development Seminars



Learning & Development Seminars

- ◆ Leading Change
- ◆ Effective Coping with Change
- ◆ Healthy WorkStyle (Stress Management)
- ◆ Employee Coaching & Counseling Skills



Learning & Development Seminars

- ◆ Managing Diverse Teams
- ◆ Conflict Management
- ◆ Preventing & Handling Sexual Harassment Issues
- ◆ Work and Life Balance
- ◆ Team Building

Critical Success Factors

- ◆ Confidentiality and professionalism
- ◆ Development & learning focus
- ◆ Caring culture & management philosophy



Critical Success Factors

- ◆ Partnership among employees, employers and EAP consultants to build a joyful, healthy and productive workforce



HUMAN DYNAMIC

grows with

YOU in Asia!

