

LEAP 2025 Issue 2

Headline

The Pathway to Consolidating Your Business' Edges Sustainably

To assist businesses in understanding their strengths, assets and resources, thereby enabling them to formulate effective positive organisational strategies, Four Dimensions Consulting Limited and Hong Kong Christian Service Employee Development Service have referenced relevant international positive organisation research, including The Oxford Handbook of Positive Organization Scholarship, to develop a "Positive Organization Index". This is the first-of-its kind index to quantify the level of positivity of an organisation not just Hong Kong but internationally as well. It strives to encourage businesses to implement positive development strategies and measures across the five key areas of PRIDE to promote their sustainable development advantages.

PRIDE refers to:

Positive Practice

To identify and consolidate common beliefs as a group and collective through outlining mission statements, in order to set clear objectives, maintain positive images, further develop existing advantages, and make best use of both internal and external resources.

Relationship Enhancement

Foster close connections, coordination, trust and support, and mutual support among employees.

Individual Attributes

Cultivate employee resilience, work engagement, and career development based on individual strengths.

Dynamic Leadership

Drive organisational reform through dynamic leadership; motivate and inspire employees to self-reflect and envision the future.

Emotional Well-being

Encourage employees to hone their personal capabilities, enhance their emotional intelligence, and strengthen their ability to manage stress.



In the past, FDC have also worked closely with employers across industries through the START initiative to build positive organisational cultures. This included efforts in assisting financial institutions in implementing “Charters of Happiness”, advising “Positive Workplace” commissions in the education sector on practical and strategic idea development, and offering positive leadership training and well-being promotion activities to employees at all levels within various firms and corporates. Furthermore, we have used different approaches such as surveys and focus groups to help businesses carefully listen to employee feedback.

In face of global and local economic uncertainties, budget cuts, emigration of labour and talent...etc amidst multiple other challenges, it is now more critical than ever to focus on the physical and mental well-being of employees, so that the organisation's ability to navigate adversity can be enhanced by the concerted effort between both employers and employees to improve business performance.



Scanning

- Status Check
- Positive Organization Index
- Strength Spotting
- Readiness Assessment

Targeting

- Starters Finding
- Demonstration
- Communication Strategies
- Penetration

Aligning

- Positive Leaders
- Energizers
- Supportive Resources
- Positive Mindset
- Best Practice Sharing

Reshaping

- Vision & Mission
- Core Values
- Positive Policies
- Continuous Improvement

Transforming

- Corporate Image
- Positive Culture
- Brand-building
- Business Results
- Employee Wellness

LEAP File

We recently assisted a retail store manager, Mr. A, following a difficult incident he faced involving a VIP customer. The customer made unreasonable request such as asking Mr. A to repeat the returns policy out loud for over 20 times and then acting in a threatening and violent manner before leaving the store. Our Employee Assistance Programme (EAP) was called in to support both Mr. A and the wider team, providing assistance on both levels:

Mr. A, understandably, felt affected by the incident. In view of this, the company arranged him EAP counselling with his consent sought. During these sessions, Mr. A recounted the unpleasant experience and how he got psychologically impacted. He expressed feelings of guilt, believing he hadn't handled the customer's emotions appropriately and that this had troubled his colleagues. The counsellor provided emotional support and soothed Mr. A that nobody could have been fully prepared for such unexpected incident out of the norm to take place, freeing him from any unrealistic expectations he had of himself. Furthermore, they worked together to explore techniques to enhance his resilience in preparation for any future encounters with the VIP customer. This focused on strengthening Mr. A's individual attributes.



Individual Attribute

In addition to the individual support for Mr. A and the collaborative efforts across departments to manage the customer's unreasonable requests, the Human Resources Manager also sought our EAP consultation for specific training in handling similar incidents in the future. This aimed to explore the impact of the incident on other colleagues and determine the best course of action moving forward, including:



Positive Organization

Learning from this crisis, the company will regularly conduct crisis drills to boost colleagues' confidence in responding to sudden situations. This reflects positive organization practices.

Relationship Enhancement

Providing training services for colleagues on "dealing with difficult customers". This initiative falls under principle of relationship enhancement.



LEAP File

Dynamic Leadership

Upon reviews and investigation, it was realized that the frontline staff had previously discussed concerns about the customer's mental state but were hesitant to raise these with management due to his VIP status. Such avoidance of open communication practically made early and appropriate intervention by the management impossible and may have contributed to the customer's escalating behavior. Subsequently, the counsellor discussed suggestions with the HR Manager to address employees' needs for safety and security in voicing their opinion, encouraging them to proactively share their thoughts, to allow the company to identify potential risks early on. This point aligns with the guideline for dynamic leadership.



Emotional Wellness

Recognizing the various sources of pressure faced by frontline staff in the current social and economic climate and planning regular well-being activities to demonstrate the company's care. This aims to promote emotional wellness among employees.

Thanks to Mr. A and the HR Manager's trust in our EAP service and their provision of comprehensive information, our counsellor was able to offer attentive support to Mr. A and provide holistic evaluation of what the CS team and senior management have done right and could have done better. This collaborative approach will enhance the team's ability to resolve similar crises that may arise in days to come and improve employee engagement effectively.



News Feed

S+ Summit cum Expo 2025

Please come and visit our booth, where we invite participants to explore "A Typical Working Day with Employee Assistance Programme (EAP)". This theme encapsulates the essence of how EAP services seamlessly integrate into daily work life, providing employees with essential support and resources.


Positive Organization Consultancy Service

To help organizations understand their positivity level, we referenced international studies on positive organizations and developed the "Positive Organization Index." This encourages companies to formulate and implement positive development strategies and measures to promote sustainable competitive advantages. Please scan the QR code for more details.



Company Information

Four Dimensions Consulting Limited (FDC) is a private limited company set up by Hong Kong Christian Service (HKCS) in 2005. Employee Development Service (EDS) of HKCS is the first EAP provider in Hong Kong since 1991. We offer total solutions to assist employees with work/life issues, develop strengths/potentials, increase work engagement and positivity at work, which ultimately enhance organizational excellence and sustainability.

 2731 6350

 marketing@fourdimensions.org

 <https://www.fourdimensions.org/>

 Four Dimensions Consulting Limited