



香港科技專上書院 (非牟利)
Hong Kong Institute of Technology (Non-Profit Making)

學生輔導及就業支援中心
Career Resource Kit



理「才」手冊
Planning Your Career

前言

接過這手冊，翻閱手冊內容時，恭喜你！你上學の旅程快要完結，要踏上人生的另一旅程 — 工作。可能在學的時候你有做兼職賺取生活費用，但這工作未必會是你喜歡或想成為自己的終身職業。職業與伴侶一樣，是一生的決定。你有沒有想過想在甚麼行業發展，做那一行的工作。如果沒有，希望這小冊子可以幫你找到你心目中理想的職業。

這本手冊是由六部分組成，每一部分是獨立，不須連著看。第一部分是職業生涯簡介，讓同學明白甚麼是職業生涯。第二部分是瞭解自己，顧名思義是幫助同學瞭解自己，在選擇職業前對自己有充份的認識，可以幫助同學找到更適合自己性格和興趣的工作。這一部分主要介紹由美國學者霍蘭德所創的職業志向理論及 DISC 個性測驗。霍蘭德職業志向理論主要說明職業與個人職業志向的配合，內容會講解這理論裏的六種職業興趣；DISC 個性測驗亦能跟據職業性格心態，協助配對合適的行業。第三部分是討論與人相處之道。工作一定會與人合作，良好的溝通技巧是必需的，這部分討論一些與工作有關的溝通技巧。第四部分是求職信與履歷。掌握求職信與履歷的撰寫技巧，是你踏出成功獲聘的第一步。第五部分是面試技巧。這部分全面地講解了見工面試的儀容打扮到面試即場應對技巧等，細閱此部分能使你的應徵策略更為有效，大大提高受聘機會。最後一個部分是量表。這部分提供不同的量表給同學量度自己，讓同學可更充份掌握自己的能力、性格和興趣。

總之，這是一本人生規劃、人生理才的書。有好的計劃是成功的一半！就馬上開始來規劃自己的職業。

本小冊子能順利得到出版，要多謝香港教育局的質素提升津貼計劃的撥款。

學生輔導及就業支援中心
二〇一二年五月



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第一章 職業生涯簡介

甚麼是職業規劃

職業規劃是對職業生涯進行持續計劃的過程。職業規劃應先確定個人的事業發展目標，並選擇實現這目標的職業。根據個人的職業志向再計劃相應的工作、教育和培訓計劃，對每一步驟作出合理的安排。對於事業成功人士來說一個明確的職業規劃是必不可少的。以下是職業規劃的基本步驟。

明確目標

目標或志向是事業成功的基本原素。立志是第一步，目標反映個人的理想、興趣和價值觀。這是最重要的一點。

自我評估

自我評估的目的，是認識自己、瞭解自己。只有認識自己，才能對自己的職業做出正確的選擇，才能選定適合自己發展的職業生涯路線，及對自己的職業生涯目標做出最好的抉擇。自我評估包括：自己的興趣、專長、性格、學識、技能、智商、思維方式等等。

職業生涯機會的評估

這是評估各種環境因素對職業生涯發展的影響。制定職業生涯規劃時要分析環境條件的特點、環境的發展變化情況、自己與環境的關係、自己在這個環境中的地位、環境對自己提出的要求以及環境對自己有利的條件與不利的條件等等。只有對這些環境因素充分瞭解，才能利用環境，發展自己的事業。環境因素包括：組織環境、政治環境、社會環境和經濟環境。

職業的選擇

職業選擇正確與否，直接關係到事業的成敗。正如人們所說“女怕嫁錯郎，男怕選錯行”。如何才能選擇正確的職業？至少應考慮以下幾點：性格與職業、興趣與職業、專長與職業、環境與職業的配合。

職業生涯方向的選擇

在確定職業後，向哪一路線發展。即，是向行政管理路線發展，還是向專業技術路線發展；是先走技術路線，再轉向行政管理路線。由於發展路線不同，對職業發展的要求也不相同。因此，在職業生涯規劃中，須作出抉擇，以便使自己的學習、工作以及各種行動措施沿著你的職業生涯路線或預定的方向前進。



制定行動計劃與措施

這是指落實目標的具體措施，包括工作、訓練、教育、輪崗等。為達成目標，在工作方面，會用甚麼方法來提高工作效率？業務素質方面會計劃學習哪些知識、掌握哪些技術來提高業務效能？潛能開發方面，用甚麼方法開發潛能，實行這些計劃要有具體明確的方法。

規劃調整

很多時候人們發現“計劃趕不上變化。”有眾多的因素影響生涯規劃的實踐。有的因素是可以預測，但有的則難以預計。在此狀況下，就須要不斷地對職業生涯規劃進行評估與修訂。其修訂的內容包括：職業的重新選擇；職業生涯路線的選擇；人生目標的修正；執行方法與計劃變更等等。

規劃期限

短期規劃

為三年以內的規劃，主要確定近期目標，規劃近期完成的任務。

中期規劃

一般為三至五年，規劃三至五年內的目標與任務。

長期規劃

其規劃時間是五至十年，主要設定較長遠的目標。

生涯規劃的名詞

工作 (work)：是指一些個人謀的活動。透過工作，個人付出的勞力可以換取經濟回報。例如：教學是我的工作。

職業 (occupation)：是指個人從事的工作類別，也反映社會給不同工作位置的名稱 (例如教師、會計師等)。

事業 (career)：是指個人在不同人生階段中所擔任與工作有關的角色 (例如教育、會計)。

職業志向 (vocation)：一項適合自己的工作，而對該工作有責任感和使命感。因此，工作 (work) 和事業 (career) 便成為個人的職業志向。

事業發展 (career development)：是一個終身的過程，讓我們透過工作身份 / 角色，發展個人的信念、價值觀、才幹、能力、興趣、性格特徵及對工作世界的認識。

我們每人都會有工作，但不一定每人都可以找到自己的事業。同學有沒有想過自己將來的事業？可以問問自己的職業志向，從中去發現自己喜歡的職業，再從職業去思考自己喜歡的事業。最後由事業去制定將來的事業發展。



職業測試

測試自己的職業興趣，可用約翰霍蘭德（John Holland）職業興趣量表來反映。在本小冊子的第二章有此職業測試的講解。

測試自己的工作形態及合適行業，可用 DISC 個性測驗。在本小冊子的第二章亦有此職業測試的講解。

其他的職業測試系統：

要瞭解自己的價值觀；可以用愛德格施恩（Edgar Schein）的職業錨測試、WVI 工作價值觀問卷或羅克基價值觀調查表測試。

測試自己的性格，可以用 MBTI 人格類型量表、卡特爾 16PF 人格特徵量表或大五人格模型。

職業能力傾向測試，可以用一般能力傾向測驗（GATB）。

總結

自我的就業輔導，問問自己以下幾條問題。

- 1) 妳 / 你瞭解自己的能力、長處、興趣、價值觀
- 2) 對職業世界的認識
- 3) 對升學路向的認識
- 4) 家庭對妳 / 你的期望，現實環境對妳 / 你所喜歡工作的限制
- 5) 建立發展工作的技能
- 6) 制定長遠的生涯目標



第二章 瞭解自己 性格與職業

同學們很多時在選擇職業路向上遇到困難，但並非因為能力上有所不遜，而是未能找到心儀的工種或有興趣的行業，主因是未能了解自己的性格和興趣。每個人都有自己的性格，而不同的性格組合既帶給我們優勢，也會帶給我們限制。擇業前，不妨花點時間了解自己的性格，了解自己的優勢及強項，並與之匹配的相關行業，路便會在你面前豁然打開。此章的目的，是希望透過不同的職業性向測試，讓同學能從中了解自己特點，發掘自己的職業路向。

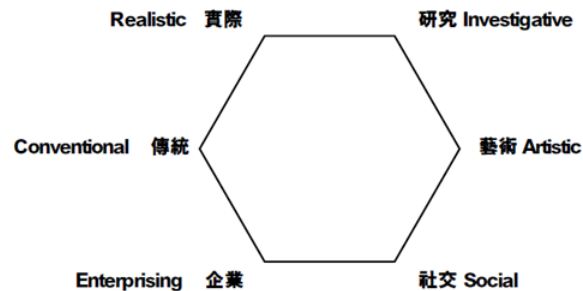
第一節 霍蘭德 (John Holland) 職業性向理論

同學有很多不同的方法去瞭解自己，例如：從能力方面、從自己的專長、學識、技能等不同方面。而這些技能或專長反映的是同學的行為上的特徵，這與工作匹配的話，是有利工作的。有一項資料比這些更重要，更能預測自己喜歡的工作。這是霍蘭德 (John Holland) 的職業興趣理論。應用這理論可幫同探索性格與種職的關係，而這一點亦是生涯規劃的首要任務。

根據霍蘭德 (John Holland) 的職業理論，人的職業性向可分為六大類型，而工作性質和環境亦同樣可分為六大類型，每種類型都包含性格、興趣和能力三個重要元素，一個人會因應其職業性向而對特定的工作性質和環境產生認同，從而透過工作獲取滿足感。然而有兩點要注意，首先，大部分人的職業性向都並非單一類型，而是由兩至三個類型所組成，同時，大部份的職業的工作性質和環境亦同樣包含多種的特性。因此，大部分人都應該不只能勝任單一的行業或職位，無須過早局限自己的選擇和發展。其次，一個人在同一類型中有可能出現性格、興趣傾向常規型、而能力卻傾向現實型，這種情況最容易令人產生迷惘的感覺，不知自己真正喜歡甚麼職業，在工作上亦容易出現挫敗感。如果這種情況出現，最好找朋友或專業的事業顧問或輔導員協助。

霍蘭德 (John Holland) 將職業興趣分為六個種類：常規型、藝術型、實踐型、研究型、社會型、管理型。以下是這六個種類的簡介。

Holland 的職業六角型



傳統型 (Conventional): 尊重權威和規章制度，喜歡有秩序的、安穩的生活。慣於按照計劃和指導做事，按部就班，細心有條理。不習慣自己對事情作判斷和決策，較少發揮想像力。沒有強烈的野心，不喜歡冒險。

藝術型 (Artistic): 熱愛藝術，富於想像力、擁有很強的藝術創造力。樂於創造新穎、與眾不同的成果，渴望表現個性，展現自己。做事理想化，追求完美。擅於用藝術形式來表現自己和表現社會。進行藝術創作或創新時，不喜歡受約束和限制。

實際型 (Realistic): 為人好動、可靠、誠實、直接及注重現實，但不擅社交，對事物的看法偏向保守。做事講求實際、不喜歡花太多時間於討論，寧願親身去嘗試。

社交型 (Social): 樂於助人和與人打交道，樂於處理人際關係。喜歡從事對他人進行傳授、培訓、幫助等方面的服務工作。願意發揮自己的感染力和說服力引導別人。通常他們有社會責任心，熱情、善於合作、善良、耐心，重視社會義務和社會道德。

研究型 (Investigative): 喜歡理論研究，潛心於專業領域的創新和應用；喜歡探索未知領域，擅長使用邏輯分析和推理解決難題。不喜歡官僚式的管理行為過多地影響研究工作。

企業型 (Enterprising): 對其所能支配的各種資源能夠進行有效的計劃、組織、領導和控制。喜歡影響別人、敢於挑戰，自信、有膽略、有抱負，溝通能力出色，擅長說服他人，追求聲望、經濟成就和社會地位。

你最接近那一種類型呢？

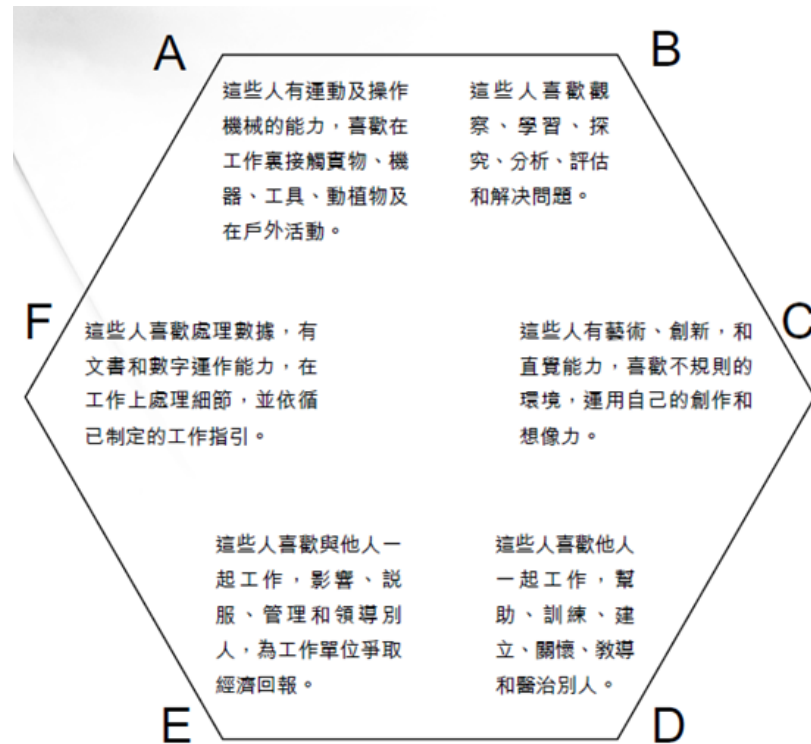
請使用本手冊第六章第一節之「霍蘭德 (John Holland) 的職業性向測評量表」，了解自己最接近那一種類型，你將會得到三個範疇的評估類型，包括：喜歡的活動、擅長的活動及喜歡的職業，然後你可以根據下表，了解自己喜歡、擅長及合適那一個行業。

| 類型 | 合適投身的行業 |
|---------------------|--|
| 傳統型 (Conventional) | 具資料處理、存檔及文書處理能力，適合一些涉及編排及整理文字及數字的工作，如編輯、船務文員、會計師、收銀員、圖書館管理員、資料輸入員等。 |
| 藝術型 (Artistic) | 願意開放自己去經歷及改革，崇尚完美和理想，重視原創性，富幻想。如能在工作中找到空間，會表現出不平凡的意念。合適他們的工作包括設計師、攝影師、舞蹈員、櫥窗設計、音樂家、化妝師、美容師、髮班師等。 |
| 實際型 (Realistic) | 喜歡投身於使用機械技術、操作工作或物件等行列。不害怕一些涉及體力及複雜性的技術性工作，能運用實際操作技術解決問題，便會感到自在及有滿足感，並不在意別人的欣賞及稱讚。可考慮以廚師、機械工程師、混音師、維修技術員、飛機師等職業為事業立足點。 |
| 社交型 (Social) | 喜歡教導及幫助別人，擅於運用社交能力去解決問題。較適合的工作有社工、老師、起居照顧員、護士、服務生等職業。 |
| 研究型 (Investigative) | 相信知識就是力量，習慣以理性、嚴謹的思考方式，分析及判斷事情，致力於尋找方法及定律。適合一些涉及求知求真的行業，如學術或科學研究，心理學家、生物學家、文化研究、翻譯等工作。 |
| 企業型 (Enterprising) | 適合在商業社會上打滾，不妨多考慮以推銷、市場部經理、律師、管工、公共關係管理、地產代表等行業。 |

更多有關霍蘭德 (John Holland) 的職業性向的分析

1. 職業性向類型的簡單測試 — 宴會的談話對象

此測試可簡單了解你偏向那一個類型的職業興趣，可作參考。假設你被邀請參加一個盛大的宴會。在這宴會裏，興趣和技能相近的人都被吸引到宴會廳的一角談話。你發現宴會廳裏分成六組的人，你要決定參加哪一組？



上述的 6 組人代表了 6 種不同的職業性向。請細心閱讀後按妳 / 你對自己的興趣和能力的認識，選出最接近的類別。

你的選擇是 _____ 組，跟據下表了解自己的性向類型。

| | 現實型 (A) | 研究型 (B) | 藝術型 (C) | 社交型 (D) | 企業型 (E) | 傳統型 (F) |
|------------|----------------------------|-----------------------------|----------------------------------|-------------------------|-----------------------------|---------------------------|
| 喜歡參與的活動及職業 | 使用機器、工具及物件 | 探索及理解事件和物件 | 閱讀、音樂或藝術活動、寫作 | 幫助、教導、輔導或服務他人 | 游說或指導他人 | 依循有秩序的例行公事，符合清楚的標準 |
| 所看重的價值觀 | 為可觀察的成就、得到的錢財獎賞、誠實、常識 | 知識、學習、成就、獨立 | 創意、自我表達、唯美 | 社會服務、公平、理解 | 財務及社會上的成功、忠誠、冒險、責任 | 準確、賺錢、節儉、在商務或社會事務上的權力 |
| 視自己為 | 重實踐的、保守的；手工及機械操作的技巧較社交技巧為佳 | 分析性的、有智慧的、懷疑的；學術技巧較社交技巧為佳 | 開放經驗的、想像豐富的、高智能的；創作技巧較文書或辦公室技巧為佳 | 同感的、耐心的；社交技巧較機械操作能力為佳 | 有信心的、喜歡與人交往的；銷售及游說能力較科學能力為佳 | 盡責的、重實踐的；商業或生產上的技能較藝術能力為佳 |
| 在別人的眼中是 | 謙虛、坦白、依靠自己的、堅定的 | 有智慧的、內向的、學者型的、獨立的 | 不平常、沒有秩序、創作性的、敏感的 | 樂於助人的、令人愉快的、喜歡與人相處的、有耐性 | 有動力的、外向的、精明的、有野心的 | 謹慎、規則導向的、有效率的、有秩序的 |
| 避免 | 與他人互動 | 遊說他人或向他人推銷物品 | 例行公事及規則 | 機械操作及技術性的活動 | 科學的、智能的或複雜的課題 | 缺乏清晰指引的工作 |
| 職業涉及 | 體力或實踐活動；使用機器、工具或物料 | 分析性或智能性的活動，以解決難題或開拓和使用知識為目的 | 音樂、寫作、表演或雕塑方面的創作活動；智能性的工作 | 以幫助和支援的方式與他人協作 | 售賣、帶領、遊說他人去達到個人或組織的目標 | 以物件、數字、或機器去工作，以符合特定的標準 |
| 職業舉例 | 木匠、貨車司機或大農場管理人等 | 心理學家、微生物學家或化學家等 | 音樂家、室內設計師或編輯等 | 輔導員、神職人員或教師等 | 律師、零售店經理或生產商代表等 | 影視製作剪接員、速記員或文員等 |
| 科目之選擇 | 理科、工科 | 理科、工科、社會科學 | 文科、社會科學 | 文科、社會科學 | 商科 | 商科 |

Adapted From: Holland, J. H. *You and Your Career*. Odessa, FL: Psychological Assessment Resources, Inc

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2. 人格特質與職業志向

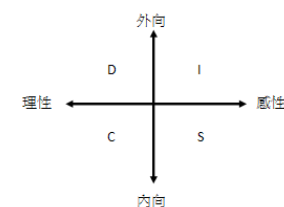
| 人格特質特徵 | 工作性質 | 類型 |
|---|---|---------|
| 穩定 重實踐 實際 誠實 自然 節儉 重視物質 害羞 謙虛 順從 溫和 坦白 | <ul style="list-style-type: none"> 不須與人有很多接觸 體力性工作 技能性工作 須具操作機械能力 | 實用型 (R) |
| 好奇 批判 分析 謹慎 隨和 精細 理性 內向 智力 獨立 重視方法 | <ul style="list-style-type: none"> 須運用分析力去判斷 要求數理和科學能力 要解決問題 工作與文字、概念有關 | 探究型 (I) |
| 善表達 複雜 崇尚理想 獨創性 直覺 不從眾 不實際 衝動 無條理 富幻想 獨立 情緒化 | <ul style="list-style-type: none"> 要藉不同媒介表達想法、美善和感受 豐富的想像力和創造力 直覺能力 | 藝術型 (A) |
| 有責任 合作 善解人意 社會化 敏銳 令人信服 同理心 助人 溫暖關懷 仁慈寬宏 | <ul style="list-style-type: none"> 良好的社交技巧 對人關懷、喜幫助別人 能分析、鼓勵、改變人的行為 | 社會型 (S) |
| 精力充沛 冒險 引人注目 善於表達 自信 樂觀熱情 衝動武斷 外向 具有野心 社交 | <ul style="list-style-type: none"> 須具領導及策劃能力 有管理及組織能力 具有口才 着重改進群體利益 | 企業型 (E) |
| 順從 實際 缺乏想像力 保守 謹慎 缺乏彈性 有恒 節儉 有條理 抑制 有良知 守本份 | <ul style="list-style-type: none"> 喜整潔有序 具資料處理、存檔能力 有文書及計算之能力 按指示執行工作 | 傳統型 (C) |

第二節 DISC 個性測驗

DISC 個性測驗是另一個簡單而又實用的性格理論，可讓同學認識自己的職業性格取向，協助同學選擇合適之行業。

DISC 理論是 1920 由美國心理學家馬斯頓 (Dr. Marston) 研究古希臘的性格學說發展而成，此理論認為每個人的性格都是由 4 種基本元素組成，分別是：

Dominance (D) 支配型：代表操控、權力及果斷的傾向；
 Influence (I) 影響型：代表社交取向和溝通模式；
 Steadiness (S) 穩定型：代表耐性、規律和深思熟慮的傾向；
 Compliance (C) 謹慎型：代表對制度和組織的態度。



這 4 種基本元素的不同組合決定一個人的個性特質、與人關係、專長、行為動機及在壓力下的缺點，如果某一種元素較為突出代表你具備此類型的性格特徵，但並不代表你沒有其他的元素。

DISC 性格理論是一套簡單而又實用的工具，讓我們能夠了解自己的性格類型。

你最接近那一種類型呢？

請使用本手冊第六章第二節之「DISC 性格測試簡易版」，了解自己最接近那一種類型。你可以按你的類型，在下表中了解自己所屬類型的個性特質、人際關係、專長、動機和在壓力下的缺點。

| Dominance (D) 支配型 |
|--|
| 個性特質： 為人充滿精力，好勝心特強，不怕困難，喜歡競爭和追求成就，能夠適應不同的環境，以果斷和具目標感見稱，是典型的行動主義者。 人際關係： 較功利和實際的角度考慮與別人的關係，並不強調感情因素，不在意自己和別人的感受，極端時甚至以人際關係作為達到個人或團體目標的工具或手段。 專長： 天生的領袖和決策者，能夠在最有限的資料下作出快速而果斷的決定，亦能按既定的目標執行相關的計劃，別人認為是壓力的事情，他會認為是挑戰。 動機： 有點像工作狂，需要大量工作，事事親力親為，不喜歡依賴別人，如果他感到身處的環境或從事的工作是在其控制之內，便能使他更為投入，最好能夠讚揚其個人的能力及成就，將有助激發其工作的動力。 在壓力下的缺點： 由於 D 型人的個性以行動為主，在壓力之下容易變得無同情心、無耐性及專橫霸道，容易衝動。 |

| | |
|---|------------|
| Influence (I) | 影響型 |
| <p>個人特質：活潑好動，樂觀積極，熱情健談，充滿自信和好奇心，喜歡即興和新任務，能啟發別人，給人很有活力的印象。</p> <p>人際關係：可以用相識滿天下來形容 I 型的人際關係，由於他們熱情和健談的個性使其能成為受大眾歡迎的人物，特別在社交場合，I 型人必會是第一個打開話題而又能滔滔不絕的人，有他們在不怕有悶場。但由於他們受穿梭不同的社交圈子，很容易令人際關係流於表面，較難與人建立深入的感情關係。</p> <p>專長：是宴會或朋友聚會的靈魂，為人富幽默感，具表演的天分，有良好的溝通能力，特別是銷售及說服技巧尤其突出，靈活變通及有創造力亦是他們的優點。</p> <p>動機：特別需要別人的認同和接納，如果能夠讓他成為焦點，便能激發其動力。他們最怕沉悶，靈活多變的工作環境更能提高其專注力，最好能有足夠的空間讓他們說話和討論，會更容易令他們投入工作當中。</p> <p>壓力下的缺點：由於 I 型人喜歡即興和善變的個性特質，令他們在壓力下容易出現虎頭蛇尾、拒絕合作和不守規矩的行為。對於面子問題尤為重視，甚至會為爭論而爭論，很難溝通。</p> | |
| Steadiness (S) | 穩定型 |
| <p>個人特質：是內向和感性的組合，耐性、冷靜、開放、和藹可親及富同情心是 S 型人的最佳寫照，為人低調，喜歡觀察和沉思，情緒十分穩定，有泰山崩於前而色不變的氣度。</p> <p>人際關係：十分容易相處，很好的聆聽者，由於其內向的個性，令他們不善於主動打開話題，但其平實和穩重的特性，令他們容易得到別人的信任，能夠與別人維持良好、穩定而又親密的人際關係。</p> <p>專長：忠誠可靠，EQ 較高及洞察力強，是出色的聆聽者及輔導員，別人喜歡與其分享心事；沉實而富耐性的個性令他們能專注地應付及完成一些別人認為沉悶和刻苦的工作。</p> <p>動機：穩定是推動 S 型人工作最重要的原素，他們不喜歡突如其來的轉變，如果要變，必須給予足夠的空間和時間去適應。在工作過程中，親密的人際關係、低調的管理、清靜的工作環境及得到身邊的同事或朋友的支持將有助提高他們的工作動力。</p> <p>壓力下的缺點：由於 S 型人超穩定的情緒特徵，令他們在壓力下會變得毫無動力，不思進取，面對抉擇時顯得優柔寡斷，猶豫不決，與人相處時十分被動及沉默寡言。</p> | |
| Compliance (C) | 謹慎型 |
| <p>個性特質：是內向和理性的組合，為人被動，沉默寡言，小心謹慎，自我克制，給人冷淡及嚴肅的印象，如無必要，不喜歡發表意見和表露自己的感受；對人對己有很高的要求和期望，但不喜歡和不願意應付人際間的衝突，喜歡依從既定的程序和制度行事，並強烈地要求別人也同樣依從相關的規條。</p> <p>人際關係：不善社交的人，由於被動和小心謹慎的個性，對人容易產生過分敏感或多疑的情況，直接令他們難於與人建立和維繫親的關係，因此，C 型人的社交圈子多數建基於共同利益或目標等事工性之上，而不是建基於彼此的感情關係。</p> <p>專長：獨立自主的人，善於分析和理性思考，心思細密，能夠組織和處理一些零碎和複雜的事情與程序，具備良好的行政和策劃能力。</p> <p>動機：「肯定」是 C 型人最大的動力，他們要完全確定自己的位置及了解別人期望之後，才能安心地投入工作，如果一日不能確定有甚麼後果，他們寧願不做，因此一套完整的制度、明確的分工、清晰的權力架構對激發他們的動力是十分重要。</p> <p>壓力下的缺點：由於 C 型人理性和計算的個性，令他們在壓力下變得太實際和過分重視制度，固執己見，缺乏人情味。同時，由於他們需要清楚掌握事情的後果才行動，所以不會冒險，給人抗拒變化的印象。</p> | |

DISC 性格類型合適之職業

DISC 代表四種不同的職業取向。Dominance 類型的人員備執行者的特質，喜歡解決實際的問題，傾向從事需要動手參與及戶外性的職業；Influence 類型具備鼓動者的特性，喜歡宣傳推廣、銷售遊說和激勵他人的工作；Compliance 類型則具備管理者的特性，喜歡有條理及組織性的環境，樂於處理數字和訊息的工作；至於 Steadiness 類型的職業取向較為模糊，以上三種特性都會在他們身上發現，但並不十分強烈，他們較適合扮演後勤的角色，擔任幕後和支援性的工作，較為優閒及沒有壓力的工作環境會符合他們的需要。下表是這四種性格類型適合的工作種類，同學可了解自己的工作型態及適合那一類型的工作。

| 性格類型 | 工作型態 | 工作偏向 |
|-------------------------------------|-----------------------------------|---|
| Dominance (D) 支配型 | 貫徹執行、檢視成品/監察、解決實際問題、調動人力資源、組織工作 | 行政管理、自行創業、顧問服務、酒店管理、飛機師、財經顧問、運動員、教練、紀律部隊、律師、法官、買辦、醫生 |
| Influence (I) 影響型 | 銷售和宣傳、游說、激發他人的積極性、諮詢或執教、團隊合作 | 演員、教師、社工、廣告、公關、傳媒、教練、旅遊業、推銷業、營養師、機艙服務員、編輯、議員、訓練員、翻譯、 |
| Steadiness (S) 穩定型 | 計劃工作、對抽象事物好奇、想出新方法、創新、發展/發明新事物/觀點 | 文藝/藝術創作、買辦、輔導員、幼兒護理、設計師、記者、客戶服務、醫生、機艙服務員、老師、實驗室技術員、護士、職業治療、藥劑、心理學家、社工、獸醫、作家、編輯、銷售員、 |
| Compliance (C) 謹慎型 | 計劃、處理細節事務、需保密的任務、與數字打交道、制定系統或規則 | 會計、飛機師、建築、科學家、電腦程式設計、銀行家、精算、財務管理、科學研究、辦公室行政、圖書館理員、工程師、 |



第三章 與人相處

同學們在完成學業後進入社會工作，工作環境及人際相處的情況和在校園內的生活有很大出入，同學難免需要一段調節的時間，去反思及適應新環境帶來的挑戰。個人的學業成績及技能固然重要，但在工作中懂得如何與人相處，贏取人心，建立人際關係對事業的發展亦有極大的幫助。與人相處之道，說易行難，同學們需要不斷改善和學習。在此章中選取了六篇有關人際相處之道的文章，希望同學能有所領悟，積極改進。

第一篇 建立良好的人際關係

大家都知道人際關係的好壞，會影響一個人的家庭、婚姻、事業與前途，例如：有一位醫師醫術非常高明，可是他對每一位患者看診的時間不到三分鐘。也不主動追蹤患者服藥之後病情是否改善。這樣來求診的患者人數會愈來愈多嗎？許多人平時與人保持距離，不願意跟人家打交道，但自我孤立就沒有辦法建立人脈。俗語說：「魚有魚群，鳥有鳥群，人有人群」，自我孤立無法得到他人的支持，不但會不成功，而且容易導致沮喪、憂鬱。卡內基曾說過：「一個成功的人，15% 靠個人的專業技術，另外 85% 則要靠個人的人際處理能力。」美國羅斯福總統說：「成功公式中，最重要的一項因素是與人相處。」美國知名企業家洛克斐勒說：「我付高薪給善於處理人際關係的人。」台積電董事長張忠謀說：「溝通可以使個人能力充分發揮出來。」簡言之，人際關係是個人成功的主要因素。許多人認為：「我沒有什麼人脈，又不認識什麼達官顯貴，難怪找不會成功。」其實，貴人每天不斷出現在你我的身邊，只看你是否用心發覺與經營。請記住，成功的人都是需要許多人的幫助，所以要讓自己成為一個擅於經營、整合人脈資源的人。大部分的人在人際互動上都是處於被動的，有些人只在有利害關係時，才會主動與他人接觸，這樣對方會認為你是一個很現實的人，於是就無法維繫穩固而長久的人際關係。

一個人想要有良好的關係，平時應把握機會多與他人互動，從認識到逐漸熟識，然後由熟識進而成為夥伴。人際關係要靠平時用心經營，如果事到臨頭再去拜託人家幫忙，通常不會有好的效果。有時透過介紹人的幫助或引進，而認識更多人，如果經由介紹人而與他人互動成功時，要記得去感謝他，以後你有事情需要他幫忙時，他才會願意引進更多的人脈給你。

一個人想要建立良好的人際關係，讓自己成為到處受歡迎的人，宜把握以下原則：

1. 要記得別人的姓名。
2. 要時常保持笑容，微笑是最便宜的投資。
3. 要多說一些肯定他人的話，例如：有你真好、你好棒喔！
4. 講話的主題、內容，是對方感興趣的。
5. 要與人保持禮尚往來。
6. 要以誠待人、處世圓融。
7. 要有基本的禮貌，例如常說：「請、謝謝、對不起」。
8. 講話要幽默風趣。
9. 平時多關心、幫助他人。
10. 多尊重與接納他人。



11. 平時要廣結善緣，事到臨頭才去拜託別人，會來不及的。
12. 對他人提供善意的幫助，幫助他人其實也是幫助自己。
13. 如果別人得罪您，要了解原因，並且饒恕他。
14. 講中聽的話，例如：您令人激賞、才情橫溢、精力充沛、不同凡響、有你真好。

人際溝通至少有以下技巧：「一要」、「三不要」——要「我好，你也好」，不要「我好，你不好」、「你好，我不好」、「我不好，你也不好」。此外，存好心、說好話、做好事；不比較、不計較、不自誇；多微笑、多禮讓、多讚美，也有助於建立良好的人際關係。

第二篇 使人順從的技巧

要使別人順從我們的意見，是一件很不容易的事。提供幾個技巧如下：

1. 得寸進尺策略：這種策略就是勸別人接受我們所提出的要求，以後當我們提出更多或更大的要求時，對方為了維持自己樂於助人的形象，比較容易答應我們再提出的要求，也就是一種得寸進尺策略，例如：每年舉辦好人好事表揚大會，好人代表以後就無形中默默行善。
2. 退而求其次策略：這種策略就是先向對方提出一項要求，當被拒之後再提出較小的要求，對方會覺得不好意思，因而順從我們的要求。
3. 正當性策略：如果我們提出的理由很具有正當性，就容易使對方順從我們的要求，例如：前面有人排隊要上廁所，這時有人說：「我的肚子痛得要命，可不可以讓我先上？」於是我們會很容易順從對方的請求，讓肚子痛的人先上廁所。
4. 互補策略：如果我們先送對方一些東西，然後要求對方以一些東西作回報，對方就容易順從我們的要求，例如：學校捐款給家境清寒的學生，如要求他們以後賺錢要回饋母校，這些學生較容易順從要求。
5. 低價策略：當我們對別人提出物品低價或優惠價格，別人就容易順從我們的訴求去購買，例如：百貨公司週年慶折扣時，許多消費者就容易去購買低折扣的東西。
6. 希望無窮策略：告訴顧客有買就有希望，使他人順從我們的訴求去購買，例如某市長宣布花 3000 元消費券來該城市買東西，就有機會抽得價值 5000 萬元的豪宅，於是許多人就照著去做。
7. 稀有策略：告訴顧客機會實在難得，於是別人就把握機會去購買，例如：某汽車商宣布：「這一款汽車原價 60 萬元，剩下這 1 台，只要 50 萬元就賣了！」於是許多人就搶著去購買。



第三篇 自我肯定

每一個人的人生旅程中，都不太可能一帆風順，許多人在遭遇到挫折的時候，容易出現三種類型的行為。第一種是與人發生衝突，例如：鄰居的電視聲音太大，就去跟人家理論或抗議，如果自以為得理不饒人，有可能引起更大的衝突，嚴重者可能發生互毆、產生仇恨或發生命案，這樣以後就很難與鄰居和睦相處。第二種是在遭遇到挫折的時候自我克制，把不愉快的事情埋在心裡默默忍受，這樣雖然不會引起衝突，但是長期自我壓抑的結果，容易產生身心疾病，例如：公寓頂樓的住戶在屋頂上養鴿子，其他住戶怕得罪人家不敢去理性溝通，長久之後可能感染疾病，甚至產生失眠。

第三種是在遭遇到挫折的時候，能自我肯定並與對方理性溝通，也就是把自己內心的感受，使用理性的態度去告訴對方。這是比較適當的作法，例如：鄰居的電視聲音太大時，理性的去跟鄰居說：「你們的電視聲音太大，我感覺很不舒服，拜託把電視關小聲一點好嗎？」通常鄰居會覺得理虧，自動把電視聲音關小一點。

又如，有一個人要到遠地去找朋友，但是對當地的道路不熟悉，於是到處繞來繞去，花很多時間也找不到。自我肯定的人在外地迷路，會主動去向路人或住家問路，這樣就能夠很快找到目的地了。

自我肯定其實不難，首先就是要對自己有信心，增強自信心最簡單的方法，就是要常常對自己說：「我真的很不錯！」一個人對自己的言行負責，自然就能受到別人的肯定。如果不能肯定自己，當然也不容易取得別人的肯定。我們常常聽到有人說：「請你不要侮辱我的人格」，這似乎是說，他的品格本來已經很完美，可是被他人侮辱之後就不完美了。其實，人人都應該坦誠承認自己的品格尚有許多問題，才能面對自己的缺點，改善自己的缺點。

一般人先要自我肯定，才能受人肯定：先對自己有信心，他人才會對你有信心；先要尊敬他人，才能得到他人的尊敬。不要自傲自大，要虛懷若谷；不要盛氣凌人，要尊上謙下。可是，對長輩、對能力強過自己的人，謙虛還容易，對晚輩、對不如你的人謙虛禮讓，就可不容易了。如果當你的孩子叛逆不聽話時，你是打他一頓、罵他一番？還是倒一杯茶給他？小孩子有叛逆的表現時，倒一杯茶給他，可能要比打罵更好。這就是自我尊重，敬人者人恆敬之。所以對任何人的時候，一定要在心平氣和的態度下，尊重他、關懷他；在肯定他人、幫助他人的同時，也是肯定了自己。

一般公司員工或公家機關的職員，常會接到上級主管交代要做什麼事，遇到自己沒有做過或沒有把握的事情，如果立即跟上司說：「好！」能順利完成上級交代的任務、受到器重，就能一帆風順；反之，如果勉強接下這個案子，又沒有把事情順利完成，主管也許會說：「你沒有把握的事情，應該早一點講啊！」這樣會讓主管留下很不好的印象，也會使主管不高興，也就是說你沒信心，跟主管的關係會變得很不好、不被信任，以後想要晉升就很難。

員工接到上級主管交代要做什麼事，如果自己沒有把握是否能做好，應該坦白向主管說：「這件事我沒有把握做好，但是我可以努力試試看。」或說：「這件事超過我的能力範圍，我無法達成任務。」如果主管還是希望由你來做，能順利完成任務最好，如果到時候自己沒有做好，不能完成任務，主管通常也能夠加以諒解，這樣你跟主管的關係才不會變差。簡單來說，沒有把握的事不要隨便答應；但是，答應人家的事情，就必須言而有信，並全力以赴。



第四篇 第一印象的重要性

第一印象是指，自己對他人的全部印象會受到優先接受到對方資訊的部分所影響，而產生先入為主的心理現象。一個人去找工作面試、相親或與異性朋友第一次約會，他給人家第一印象的好壞，就會影響結果是否成功。根據心理學家的研究發現，一個人與他人初次會面，45秒鐘內的第一印象是最重要的時刻。很多時候，成敗就在於能否吸引他人的目光，例如：一本書的封面不典雅，翻閱的人就不會太多；找工作面試時，漂亮的女性與英俊的男性，勝算就大大的增加。

筆者有一次應邀擔任國民小學校長遴選口試委員，有一位來應徵較長的男性主任，牙縫間呈褐色，好像嚼過檳榔；他穿了一雙球鞋可以見到紅色襪子。在他接受口試離席之後，有一位評審委員就說：「這個人看起來像工友，根本不像校長」，評分結果就很低。

底下一則故事。可以證明第一印象的重要性：

「小明在星期日早上，到一家便利商店購買文具用品，他到了商店先主動與店員打招呼，在商店裡遇見老朋友，小明主動與這位朋友交談。購物後，小明在回家路上遇到一名班上同學，他很親切地與這名同學交談，同時關心他的課業。當天下午，小明又到購物中心購物，在這家購物中心遇見兩位同學，小明靜待同學找他談話；在回家途中又遇到朋友，他不主動跟朋友交談，一邊喝飲料，一邊走回家。」

盧欽斯(Luchins, 1957)曾把這則故事。講給幾十名學生聽，結果78%的學生認為小明是外向活潑的。如果將這則故事前半段與後半段對調，結果只有18%的學生認為小明是活潑外向的。由此可知，受試者對小明的印象，受先入為主觀念的影響很大。

許多參加選舉的候選人最希望抽到1號，這樣可以使選民產生先入為主的觀念；同理，應徵工作者應讓評審者產生良好的第一印象，這樣比較有被錄用的機會；未婚者給對方留下美好的第一印象，有助於愛情能否順利發展。由此可見，你給別人的第一印象，決定了你一生的成敗，成功的第一筆籌碼是美好的第一印象，如果你新開一家飲食商店，顧客第一次來光顧，就覺得價錢太高、不夠衛生、味道不好、服務人員沒禮貌，以後他還會來消費嗎？一個人如何給對方留下美好的第一印象，得到人家的好感？除了個人天生的外貌長相之外，就是要懂得打扮，並且穿著合宜、主動與人打招呼、謙虛有禮、面帶微笑、談吐大方、言之有物。



第五篇 有捨就有得

一般人總以為，「給人家」對自己就是損失，其實不然，例如：台灣有一家汽車產物保險公司，其年營業額超過 200 億元，在汽車產物保險公司中排名第一，其年營業額超過排名第二與第三的總和。根據一位從事汽車產物保險營業員表示，該公司對車禍受傷者的理賠金額很高，例如：機車騎士不慎撞上汽車而受傷住院，受傷者要求汽車駕駛賠 20 萬元，因為汽車駕駛有加保該公司 1000 萬元任意險，該公司可以埋賠受傷者 35 萬元，但如果是別家汽車產物保險公司，大約只願意理賠 15 萬元。

雖然這家公同比另外一家公司多理賠 20 萬元，表面上看起來好像吃虧，其實是賺更多。因為其理賠金額高、理賠速度快，肇事雙方對理賠都很滿意，變成該公司廣告的最佳代言人，所以機車騎士與汽車駕駛，都喜歡購買那一家公司的產物保險。換句話說，「有捨才有得」、「吃虧就是占便宜，斤斤計較反而吃大虧」。

大學如果願意花大錢在學生的教育經費上，將來學生畢業之後，會感念學校的栽培，捐款回饋母校的機率也愈高；反之，如果辦學只為了賺錢，不願意把金錢花在教育學生身上，除了容易被冠上「學店」的名號，學生將來捐款回饋母校的機率也愈低。

筆者常常一大早到公園散步，順便在附近買一些水果回家。有一個賣水果的婦女常對人說：「我兩個孩子還在念私立大學，學費是一大筆負擔，丈夫沒有工作，家庭開銷完全靠我一個人。」有些人同情她就跟她買水果。可是她的生意一直很不好；而隔壁的水果攤生意卻很好，他們賣的水果與蔬菜種類差不多，為什麼生意會差很大？原來這位賣水果的婦女，她使用有指針的舊式磅秤，一般消費者很難看出水果或蔬菜真正的重量，到底是幾斤或幾兩重，所以心中難免產生疑慮，而且她在找零錢的時候連零頭都要拿，例如：客人買水果 31 元，交給她 100 元，她就找 69 元。而不是找 70 元。

但另外一位水果攤老闆使用電子磅秤，水果或蔬菜的重量與金錢。立刻以數字顯示出來，產生童叟無欺的效果，而且零頭他都不拿，例如：水果 97 元，拿 100 元給他找，他通常找你 5 元，而不足找 3 元；水果如果 123 元，他會說 120 元就好。此外，這位老闆如果你跟他買菜，還會送大蒜或蔥，這樣消費者就有一種賺到的感覺，因此許多人都願意跟他買水果與蔬菜；雖然表面上似乎吃點小虧，但實際上是薄利多銷，結果賺得更多。

從前有一所國立大學，教職員宿舍必須重新分配。有一位教授搶破頭才爭到一間二層樓的公家宿舍，因為有宿舍住，所以他就把錢存到郵局；另外有一位教授將分配到的宿舍讓給其他教授，然後向銀行貸款購買一棟價值 500 萬元的別墅。經過二十幾年之後，房地產價格暴漲。爭取到宿舍的教授其存款大約 800 萬元，而放棄宿舍的教授已經還清貸款，他的別墅市價達 2000 萬元。由此可知，當初似乎是吃虧，其實得到更多。



第六篇 不要只顧自己的事

世界各地都有機會發生各種災難，例如：戰爭、火災、大地震、海嘯、颱風、龍捲風、乾旱、暴風雪、空氣污染、洪水、核能外洩等，導致許多人死傷或無家可歸。很多人心裡會想：「這跟我有什麼關係，我們為什麼要捐款或直接去幫助人家？」其實，我們不要以為發生在別的國家、別的地區的重大事故，都跟我們沒有任何關係；事實上天底下的重大事情，都與我們每一個人的生活息息相關，例如：戰爭導致石油危機、黃金漲價；氣候異常暴風雪或旱災，導致穀物收成減少，原物料自然上漲，每個人的生活支出會跟著增加；環境污染或空氣污染，導致水資源缺乏或地球溫度升高等，全世界的生態都會受到很大影響，無人能夠倖免。又如，大地震、洪水死傷很多人，幸運存活的人也需要我們去關懷或協助。

如果我們不去幫助災難地區的人們，許多人生病甚至產生瘟疫，或因貧窮、失業導致流離失所，他們無法生活可能變成強盜，那麼我們就有可能成為被搶劫的對象。如果他們是外國人，因為貧窮造成消費減少，我們生產的各種物品外銷的數量也就相對減少。如果別人有災難我們不去幫忙，有一天萬一我們遇到重大災難，有誰願意來幫助我們？

在我們生活的周遭，就有許多人只為了自己的方便，而做出一些沒有公德心的事，例如：我們到公園散步時，常常可以看到一些寵物隨意在公園裡解大小便，主人不將狗屎帶回去，不但不衛生還污染大眾的休閒環境；有些人亂丟菸蒂或吐檳榔汁，破壞環境整潔與衛生，就疑因為這些人只顧自己而缺乏公德心。

有些人在公寓頂樓養鴿子，鴿子的排泄物污染水源，如果大家的行為都跟他們一樣，將會變成什麼樣的世界？我們生活的社會中有許多人需要我們去關懷，例如：孤兒、中途輟學的學生、觸犯法律的青少年、失業的人，如果我們不伸出援手，對這些社會邊緣人袖手旁觀，將來萬一他們成為社會的敗類，我們就可能成為受害者，到時候我們還能夠安居樂業嗎？

中國的傳統觀念：「自掃門前雪，不管他人瓦上霜」，其實是一種自私自利的想法，因為人是群居的動物，天底下的人很少能自給自足，在互相幫助的社會裡各取所需，人人才能夠安居樂業，安享天年。

第四章 求職信與履歷

當招聘廣告刊登後，負責招聘事務的職員每天均會收到大量的求職信及履歷表。要成功爭取面試的機會，你除了要具備僱主要求的資歷及條件外，一封好的求職信及履歷表亦可以令你突圍而出，為你在僱主面前建立良好的第一印象。故同學應該撰寫一封得體的求職信，以致你能夠戰勝眾多的求職者，取得面試機會。

求職信與履歷撰寫步驟及要點

在下筆前…

- 先了解申請職位所要求的資歷及條件
以便針對該職位的要求，編寫一份度身訂造的求職信及履歷表
- 先細列個人資歷
如學歷、工作經驗等，以便在撰寫履歷表時可作核對之用，以免遺漏重要資料。
- 準備潔白紙張及信封
撰寫求職信及履歷表一般使用潔白的紙張及信封，並應以打字機或打印機編印
- 多參考求職信及履歷表的範本
從而選擇一些適合自己的風格

撰寫時…

求職信及履歷表

- 應維持在一頁至兩頁之內
- 字體大小、行距要適中
- 針對僱主的要求及職位的職務，篩選能突顯自己的長處及資歷
- 闡述事業目標
以你的事業目標，配合申請職位的職務及要求，說服招聘公司你是最合適的人選
- 切勿提供不盡不實資料
誇大失實的資料，會令人質疑你的誠信，信心盡失，為是次求職帶來絕對負面的影響
- 使用電腦編寫及以打印機列印
予人較整潔及有系統的印象
- 切勿以塗改液或膠擦更改錯處
如有錯漏，應重新編印。

求職信

- 內容宜精簡達意，句子、段落切忌過長
- 盡量把僱主有興趣及重要的資料寫在前面
- 說明你是有關職位的最佳人選，爭取對方給予面試機會
- 注意文法，不要有錯別字
- 緊記親筆簽署

履歷表

- 編排整齊有系統，使人更容易明白
- 選用點列方式及大小標題
- 年份編排應統一
- 一般會將個人資歷如學歷及工作經驗等以倒序方式列出

- 呼應求職信所提及的資料
 - 列出與申請職位有關及重要的技能，以及考獲的資歷 / 專業資格
 - 缺乏工作經驗的青年求職人士可考慮加入課外活動資料，讓僱主對你的性格及能力有較全面的認識
- 寄出前…
- 在寄出前應再次核對文法、個人資料與僱主資料是否準確無誤
 - 如同一時間準備多份求職信及履歷表，應核對求職信及履歷表是否放入相配的信封內
 - 附上證書副本
 - 保留副本以作日後獲面試機會時參考
- 如僱主要求附上照片，應提供專業的證件照片，而且相中的你必須精神奕奕、充滿自信，令僱主留下良好印象
- 所有求職信、履歷表和職位申請表格均要保留影印本，而招聘廣告都要保留，以後可以作參考之用



中文求職信樣本

九龍尖沙咀廣東道 178 號
 大志商業中心 32 樓
 翹楚國際有限公司
 人力資源部經理
 王曉盈小姐
 王小姐：

應徵秘書

本人從星光日報五月二十日的招聘廣告得悉 貴公司聘請秘書，現特來函應徵。

本人完成中五課程後，在香港科技專上書院修讀商業證書課程，於 2003 年畢業並考獲優異成績。本人曾接受打字、速記、會計、商務函件處理、及電腦軟件和資訊科技應用等工作技能訓練，現已考獲多項專業認可資格。

自畢業後，本人隨即加入天下有限公司，擔任總經理的秘書。本人主要負責各項辦公室事務，包括接待客人及安排會議等，從中汲取了不少辦公室管理的經驗，同時亦獲得僱主 對本人工作表現的好評。天下有限公司的業務遍及東南亞，本人因此亦經常需要與不同國家的客戶接觸，從中培養了良好的溝通技巧及組織能力。倘若有機會加入 貴公司工作，本人定能為 貴公司作出貢獻。

隨函謹附個人履歷及學歷證件副本，懇請閱覽，並希賜予面試機會。

專此奉達。敬候
 鈞安

應徵者李詠怡謹啟

二零一二年五月二十一日

附件：一、履歷表

二、香港中學會考證書副本

三、香港科技專上書院畢業證書副本



中文履歷表格式

姓名
 地址：
 電話（辦公室）：
 （手提）：
 電郵：

職業摘要

簡單把你過往的工作經驗摘要地描述，並強調你的專長和

強項 學歷

把最近期的學歷先列出，並列出大學的名稱和取得學歷的

日期

工作經驗

年月至年月

職位，公司名稱

- 先列出最近期的工作
- 列出工作上的優秀表現，尤其是可量化的成績

專業資格

列出資格的名稱，以及何時和在何地取得這些資格

電腦技能

先列出那些跟你要申請的工作有關的

語文能力

包括寫和講的能力

其他技能

列出那些跟你要申請的工作有關的

推薦書

你可以提供諮詢人的聯絡資料，亦可以在僱主要求時才提

供

可到職日期

清楚列明你要多少時間跟現公司辭職

中文履歷表樣本

| 履歷表 | | | |
|------------------------------|---|----|---|
| 姓名: 陳少蓮 (CHAN Siu-lin, Jane) | | | |
| 身分證號碼: D123456(7) | | | |
| 地址: 九龍福樂道300號 福樂樓1234室 | | | |
| 電話號碼: 2312 3456 | | | |
| 學歷 | | | |
| 2005-2006: 九龍商科學院 (商業實務課程) | | | |
| 2000-2005: 香港中學 (中一至中五) | | | |
| 學歷/專業考試 | | | |
| 2006: 倫敦商會試中級簿記證書 | | | |
| 2005: 香港中學會考 | | | |
| 中國語文 | B | 生物 | C |
| 英國語文 (課程乙) | C | 地理 | D |
| 數學 | C | 歷史 | C |
| 工作經驗 | | | |
| 2005年 在香港有限公司任職接待員 | | | |
| 7月至8月: 職務包括: | | | |
| - 接聽電話及解答一般查詢 | | | |
| - 處理發票及其他有關文件 | | | |
| - 分發來往書信 | | | |
| 課外活動 | | | |
| - 學校籃球隊隊長 | | | |
| - 香港紅十字會少年團團員 | | | |
| - 學生會幹事 | | | |
| 其他技能 | | | |
| 打字每分鐘40字 | | | |
| 上工日期 | | | |
| 可立即上工 | | | |
| 諮詢人 | | | |
| 因應要求奉上 | | | |

01_ 應確保個人資料正確無誤

02_ 學歷及工作經驗
以倒敘方式列出

03_ 你有哪方面的工作經驗?

04_ 你參與過甚麼課外活動?
僱主也想知道你工作以外的情況

05_ 請列出與工作相關的技能

06_ 諮詢人應為清楚你以往的工作表現的人
列出兩至三位諮詢人(如老師、親友或前僱主)
一定要事先徵求對方同意
如在寄出職位申請書時仍未能找到諮詢人,可於履歷上註明: "References available upon request." 或「諮詢人: 因應要求奉上」,再於寄出申請書後才找尋諮詢人

第五章 面試技巧

如果說簡歷是打開職場大門的金鑰匙,那接下來的成敗與否就完全取決於面試的效果了。簡歷和面試都是展示求職者工作能力和個人優勢的機會,所以掌握其中的要領是至關重要的。

若同學獲得僱主致電見工,代表你的學歷成績及履歷表已合乎要求,而面試是成功聘任的一個重要環節,忽視面試的重要性就等於放棄眼前的工作機會。在眾多能力、經驗相當的競爭求職者中,面試的技巧就往往成為決定性的因素。故同學需要好好掌握此章中的技巧並加以練習,提高成功獲聘的機會。

第一節 感官面試要訣

面試是一個溝通的技巧,過程中涉及兩個重要環節,一是訊息的表達,二是訊息的接收。一向以來,面試技巧訓練較集中在訊息表達層面,強調如何運用溝通技巧清楚表達訊息,讓對方明白你是如何適合所應徵的職位,而忽略了面試官是如何接收訊息的問題。相信大家都有類似的經驗:在同一個處境、同一個人、同一番說話,不同人有不同的理解,你會問是否自己表達有問題,還是有其他因素影響溝通的過程?因此,了解接收訊息的特性是提升面試技巧的重要環節。

一個人接收訊息,不單只是依靠聽覺接收言詞的訊息,還有嗅覺、視覺及觸覺三種。而聽覺往往是最後啟動及接收最少訊息的系統。

視覺

視覺是我們接收最多訊息的一種渠道。大家可以做一個實驗,假設在房間內有20種物品,實驗一:用10秒鐘時間以說話形式向一位朋友描述20種物品。實驗二:用10秒鐘時間靜靜地用眼觀察,你猜哪種方法會記得最多物品?當然是用眼觀察者記得最多物品。可想而知,在面試時你所說的話,對方很可能忘記,但你的舉動就會留在對方的腦海裡,這些舉動便成為你面試訊息的一部分。因此,面試應該首先照顧面試官的視覺感受及接收效果,特別留意自己的肢體動作、表情、坐姿、手勢及眼神在你不自覺地發出的訊息會被對方全部接收。

同時,面試時對衣著的要求亦是考慮到面試官的視覺享受。或許可以做一個實驗,將一張整齊漂亮的相片和一張凌亂醜陋的相片分別給同一個小孩子看,結果發現,看前者時他會開心微笑,而看後者時會被嚇親或可能會哭起來。可想而知,人的傾向是喜歡看到一些漂亮整齊的東西或影像。因此,面試應該減少太強烈的個人風格和品味,盡量以大方得體作為選衣著的標準,以照顧對方的視覺感受,同時亦可傳遞一種禮貌和尊重的訊息。

嗅覺

嗅覺可算是眾多接收訊息渠道中最令人深刻的一種,只要你聞過臭豆腐的氣味,一定永世難忘。因此,面試時必須照顧對方的嗅覺享受,如果你發出的氣味令對方反感的話,會直接影響你的面試評分,所以,要注意自己的體味和口氣,保持個人的衛生,特別在面試前不要進食味道太濃烈的食物,否則會容易產生難聞的口氣。至於面試時女士可不可以噴香水,男士可不可以噴古龍水,最好盡量避免,如果要用則宜淡不宜濃,因為不知對方是否對香水或古龍水有敏感反應。

觸覺

觸覺泛指身體接觸，在面試過程中經常出現的身體接觸莫過於握手，握手可以令人感覺到你是否真誠有禮及有自信。試留意自己握手的習慣：你是否一個手汗大的人？你雙手在冬天或冷氣地方是否會變得冷冰冰？你與人握手的力度是否適中？你是否傾向主動與人握手？你與人握手時會否過分熱情，又或過分冷淡？如果你能夠留意上述這些小節，便能照顧對方在握手時的感受，有助你與對方建立良好的關係。

聽覺

所謂聽覺享受是指在面試中能否令對方喜歡聆聽你所說的話。要做到令對方有享受的感覺，除了內容動聽之外，音量大小、聲調起伏、速度快慢、咬字清楚及用詞優美等亦十分重要，直接影響對方能否清楚地接收有關的訊息。所以，在面試前好請朋友聽一聽你的說話，然後請他如實地說出感受，好讓你作出改善。

關鍵三分鐘

其實，不論面試時間的長短，最決定性的時間是面試初頭三分鐘，很多面試官在頭三分鐘差不多已經決定哪一位面試者可以入圍，之後的時間只不過是引證頭三分鐘的決定是否正確。因此，如何把握頭三分鐘的表現至為重要。三分鐘裡可以發生甚麼？如果是小組面試，差不多是問完第一條問題的時間；如果是個人面試，最多是兩條問題的時間。試想一至兩條問題可以給面試官的訊息是十分有限的。因此，面試時如何綜合視覺、嗅覺、觸覺及聽覺的技巧回答第一及第二條問題是面試成功的關鍵。

第二節 十大面試秘訣

1. 一切從 OUT 開始

當僱主收到如雪花飛來的求職信時，第一時間從眾多申請中 OUT 一些不符合資格及資料不全（例如沒有相片）的求職者，以免浪費面試時間。在面試時，僱主亦會先 OUT 一些遲到、沒有準備充足資料、衣著不恰當或做了令人討厭行為的求職者，然後才開始決定誰是最合適的步驟。因此，避免讓自己落入被 OUT 之列，才能保持被取錄的機會，一旦被列入 OUT 名單之中，差不多肯定返魂無術。

2. 面試由公司大門開始

面試過程不只在房間裡發生，當你進入公司大門，面試已經開始。在公司大門碰到的可能是面試官；接待你的人會將你在等候面試時的表現有意無意地向面試官透露，特別是一些令人討厭的行為。因此，當你進入公司的大門，就應該保持最佳的狀態。

3. 不是要最叻的人

好多朋友都有這樣的誤解，認為面試只是挑選最叻的人，於是往面試時過分進取，只著重表現自己，設法將其他面試者比下去，以為這樣便可脫穎而出。事實上，僱主需要的並不是最叻的人，只要你符合職位的條件，願意融入公司的文化，能應付工作的要求，對公司的發展有貢獻便已足夠。相反，因為你太有過人之處而無法與人合作，僱主亦不會考慮。

4. 沒有標準答案

回答面試題目時有沒有標準答案呢？相倍大家在面試時都會遇到一些難答的問題，例如：自己的短處、點解要轉工、履歷表中一段空白的時間等。如果你接受過面試訓練的話，都知道有一些原則或方法回答這些問題，但部分朋友只會機械地背誦出來，沒有結合自己個人的經驗和個性，令答案變得空洞和生硬，沒有說服力。

5. 刁難是好

在面試的過程中，面試官對你處處刁難，連翻追問，問題又十分尖銳，你會有何感受？會不會感到凶多吉少，取錄無望？會不會感到憤怒，覺得被人針對？會不會感到莫名其妙，不知所措？其實，你應該感到高興，因為面試官若對你沒有任何興趣，不會花時間在你身上，刁難你的目的是想深入了解你，確定你是否真的適合這個職位。因此，你應該冷靜地面對，努力回答，避免情緒化的回應，否則會減少被取錄的機會。

6. 不要過分重視先後次序

在小組面試時很多朋友都認為第一個說話會加分。誠然，第一個說話是有信心的表現，容易令人留下印象，但當每個人都能主動說話時，先後次序已經不太重要，相反，你所說的內容是否言之有物或答到問題的重心才是面試官最關注的重點。

7. 不只是回答題目的表面

面試中每一條問題都是面試官精心設計出來考驗求職者的能力和態度是否符合職位的要求，每條題目背後都有其想得到的資料和目的。當你回答問題時不只是回答問題的表面，而是針對面試官的需要提供所需的資料，才能令對方全面地認識你。例如：自我介紹，一條普通的題目不是考你是否了解自己，而是考你是否懂得選取一些與應徵工作相關的個人經驗來表達自己如何勝任有關的工作。所以應徵不同工作應有不同的自我介紹內容和方法。

8. 切忌恃熟賣熟

如果在一次面試場合，你與面試官或參與面試的成員互相認識，最好只是禮貌地打個招呼，不要過分地互相傾談，以免令面試場變成私人聚會，影響自己的表現。

9. 不要忽視身體語的威力

面試是一個溝通的過程，而身體語言所表達的訊息在溝通過程中佔有很重要的分量。有時我們的面部表情、姿勢、儀態、眼神等會出賣自己，特別是你的說話內容與身體語言所表達的訊息不一致時，便會給人一種不誠實的印象，大大減低你說話的可信性。

10. 不要過分迷信技巧

最後一點亦是最重要一點，所有試技巧只不過是幫助你發揮自己已有的內涵，而不是掩飾自己的缺點，欺騙別人，就算給你朦混過關，返工之後亦會原形畢露，最後還是被解僱收場。因此，個人的實力始終是面試成功的最佳保證。



第三節 面試常見問題

1. 請介紹一下自己。
 - 資料應與工作相關
2. 你覺得自己有什麼優點？
 - 應針對應徵職位所需的技能及經驗，集中簡述與工作相關的長處
3. 你覺得自己有什麼缺點？
 - 應避重就輕，只提出一、兩個對工作影響性不大，及與所應徵工作要求無關的缺點
 - 優點和缺點有時是觀點與角度的問題。提出缺點的同時，可以它正面之處作補充
4. 你有什麼嗜好和興趣？
 - 盡量講及與工作特性有關的嗜好及興趣
 - 就能夠顯示自己長處及成就的興趣發揮
5. 請講述一下你的工作經驗？
 - 舉例說明當時的職責，用事例證明自己的工作經驗和成就
 - 如缺少工作經驗，可講述曾接受過的訓練及擁有的技能並連繫到申請的工作上
6. 你為什麼申請這份職位？
 - 說明該職位、機構及行業吸引你的地方
 - 具備職位要求的資歷及條件亦應該是你申請該職位的其中一個原因，故可考慮加以說明
 - 說明該職位及機構如何配合你本身對工作的興趣、前途的期望、發揮機會等
7. 你對我們公司有什麼認識？你為什麼希望到我們公司工作？
 - 可講述對公司的認識及行業的概況，以藉此表現對該工作的興趣和熱誠
 - 切記在面試前搜集和熟讀該公司和行業的資料
8. 你是否願意擔任輪班 / 超時工作 / 往來內地工作？
 - 可按自己的實際情況回答，但不應表現得太斤斤計較
 - 除非有實際困難，否則應表示在合理的情況下可以接受
9. 你為什麼想離開現職或離開上一份工作？你為什麼經常轉工？
 - 如有客觀的原因如公司結業，不妨直說，但切勿說謊。
 - 理由必須積極正面
 - 如離職理由是基於積極求進，如尋求事業發展的機會、汲取新的工作經驗及技能等，不妨向主考人言明
 - 你應強調如何把轉職所累積的經驗及所學的運用在這份工作上
 - 在交代轉職的決定時，切忌惡意批評過往的僱主或同事、或就對工作的需要如加班、調遷等表示不滿，以免令主考人留下負面的印象。



10. 你短期內有沒有進修計劃？
 - 簡述你的進修計劃，特別是與申請職位相關的
 - 亦可強調願意修讀與申請職位和行業有關之課程
 - 有進修計劃多數會令僱主認為你較積極上進，但切勿誇大或虛構有關資料
11. 假設性問題，如你會如何應付一些無理取鬧的客人？若與上司 / 同事間有衝突，你會怎樣處理？
 - 這類問題多數與實際的工作處境有關，以評估你的應變能力和反應
 - 憑藉過往的工作經驗或訓練，運用常識及專業技巧，嘗試回答
12. 時事問題，如社會熱門話題、政府政策
 - 讓主考人了解你的觀點及見識
 - 表達個人意見時應保持理性客觀
 - 若主考人不同意你的觀點，不需加以反駁，應平心靜氣地與他討論
13. 你的希望待遇是多少？
 - 如你已就市場薪酬作調查及自定底線，不妨直接提出要求薪金
 - 但亦應考慮其他因素，如員工福利、假期、培訓及晉升機會等，彈性地與僱主磋商
14. 你有什麼問題要詢問嗎？
 - 應徵者應把握機會，發問一些跟申請職位及公司有關的問題，以表現自己對該職位的熱誠及興趣
 - 應避免發問有關員工福利的問題

第四節 提防求職陷阱

社會上有許多不法之徒常趁求職人士求職心切，或一時大意之際，向他們騙取金錢或其他利益。由於他們的手法層出不窮，因此，求職人士必須保持冷靜審慎，免墮圈套，招致損失。以下是一些常見的行騙手法，遇到這些情況時便要提高警覺，有需要時應向有關方面尋求協助。

金字塔 / 層壓式推銷術

必須提防以薪高俸厚作招徠的推銷工作。有些推銷或傳銷公司刊登招聘廣告招攬求職人士，並在面試時，極力游說他們購買其產品，或者說服他們購買貨物，加入傳銷行列。求職人士更可能被游說向財務公司借貸，其後需要償還巨款，甚至申請破產。若發覺工作涉及每層分佣（即所謂層壓式推銷）而售賣的貨品又較市面昂貴，或參加者須要繳交大筆的參加費用，或透過招收會員（包括親友）成為自己的下線員工，從而賺取利潤，而非著重產品銷售，求職人士便應拒絕受聘。

色情陷阱

不少娛樂場所其實經營色情業務。這些場所往往利用高薪厚職來吸引求職人士。他們在簽約後，才知道實際的工作情況。

騙財星探

有些自稱代表模特兒公司或配音公司的人士，透過互聯網或在街上接觸過路的行人，藉詞對方適合拍攝廣告或當歌星、明星、試身員等，誘使他們付款報讀訓練班、參加美容院療程或健身課程，甚至繳交試鏡費、推薦金和保證金等。其後，可能不介紹任何工作給他們，並且沒收他們所繳付的費用。求職人士更可能會墮入色情陷阱。

金融投資騙局

有些不法之徒假借開設外匯投資或推銷公司，高薪招請文員、抄寫員和清潔工等。然後不斷慫恿員工投資甚至轉職投資工作，誘使他們將自己、家人及朋友的金錢拿來投資。最終以投資失敗為名，騙取金錢。

盜取個人資料

有些騙徒假借招聘為名，向求職人士索取重要的個人資料，例如銀行戶口及信用卡的資料。其後，他們利用獲取的資料圖利或假冒該求職人士，向銀行或財務機構申請借貸，令求職人士無辜負上債務。

違法的工作

一些不法之徒利用求職人士進行不法勾當，例如售賣翻版、冒牌或虛假貨品、進行非法募捐、追收高利貸、提供銀行戶口協助洗黑錢等，以便一旦被警方查獲時得以脫身。

徵收不合理費用

有些騙徒假借招聘為名，以各種理由和名目向求職人士徵收不合理的費用，例如登記費、資料處理費、行政費和工作證件費等。

誘騙進修

有些騙徒藉招聘為名，在面試時游說求職人士付款報讀訓練班或其他課程，求職人士宜提高警覺。

雖然不法之徒行騙的手法很多，但只要小心謹慎，不輕舉妄動，便不會容易受騙，招致損失。

以下是一些偵破工作陷阱的方法：

* 持平實的態度及目標

找尋工作時應持平實的態度，所謂「一分耕耘，一分收穫」，不要隨便相信「無需經驗、學歷」，而又「人工高、福利好」的招聘廣告，還應留意所給予工資與所需條件是否合乎現實和市場價格。對公司背景資料、職責範圍或行業亦應有粗略認識。

* 面試時提高警覺

前赴面試，要緊記個人安全，並留意面試過程是否過份草率。「一見即請」，或只須填寫簡單資料，不用面試，便應提高警覺。

* 不要隨便繳交款項或交出重要文件

若被要求繳付任何費用，應該問明用途。一般正當的公司很少要求僱員負擔任何費用。同時，亦不要隨便交出個人資料包括身份證、銀行卡或支票等。

* 小心檢查合約內容、附帶條件

在簽合約時要細閱所有條款，包括員工手冊。如有不清楚或對自己不利的地方，不要立即簽約，應要求帶走合約仔細研究。一般正當的公司是容許應徵者帶走合約考慮的。

* 不要隨便簽署文件

若有任何懷疑，不要簽署任何協議或授權文件，如銀行授權書，以免招致損失。

* 留意工作範圍是否與廣告或面試所述相符

若已受聘，應注意自己的工作與招聘廣告或面試所述的是否相同。此外，亦要留意僱主有否游說你轉任其他涉及投資、買貨推銷等工作。若果僱主提出無理要求，應斷然拒絕，更不要替僱主進行非法工作。若涉及刑事罪行，可能會被留案底，影響前途。

* 尋求協助

多留意新聞時事，識辨騙徒的行騙手法，並要充分認識僱員權益。若有任何懷疑或不懂處理的地方，應諮詢家人或朋友的意見，有需要時可向警方及勞工處尋求意見或協助。

第六章 檢測量表

第一節 霍蘭德 (John Holland) 的職業性向測評量表

下面列舉了在 (1) 喜歡的活動、(2) 擅長的活動、(3) 喜歡的職業之範疇內若干種描述，請就這些描述判斷你的喜惡。喜歡的，請在“是”欄裡打✓；不喜歡的，請在“否”裡打X。請按順序回答全部問題。

1) 喜歡的活動：

R：實際型活動

- | | |
|-----------------|--|
| 1 裝配修理電器或玩具 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 2 修理自行車 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 3 用木頭做東西 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 4 開汽車或摩托車 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 5 使用機械做東西 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 6 參加木工技術學習班 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 7 參加製圖繪圖學習班 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 8 駕駛卡車或拖拉機 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 9 參加機械和電氣學習班 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 10 裝配修理機器 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 統計“是”一欄得分 _____ | |

I：調查型活動

- | | |
|------------------|--|
| 1 讀科技圖書和雜誌 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 2 在實驗室工作 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 3 改良水果品種，培育新的水果 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 4 調查了解土和金屬等物質的成分 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 5 研究自己選擇的特殊問題 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 6 解算術或玩數學遊戲 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 7 物理課 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 8 化學課 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 9 幾何課 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 10 生物課 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 統計“是”一欄得分 _____ | |

A：藝術型活動

- | | |
|-------------|--|
| 1 素描／製圖或繪畫 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 2 參加話劇／戲劇 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 3 設計家具／佈置室內 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 4 練習樂器／參加樂隊 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 5 欣賞音樂或戲劇 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 6 看小說／讀劇本 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 7 從事攝影創作 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |

- | | |
|-----------------|--|
| 8 寫詩或吟詩 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 9 進藝術(美術/音樂)培訓 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 10 練習書法 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 統計“是”一欄得分 _____ | |

S：社會型活動

- | | |
|------------------|--|
| 1 學校或單位組織的正式活動 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 2 參加某個社會團體或俱樂部活動 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 3 幫助別人解決困難 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 4 照顧兒童 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 5 出席晚會、聯歡會、茶話會 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 6 和大家一起出去郊遊 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 7 想獲得關於心理方面的知識 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 8 參加講座會或辯論會 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 9 觀看或參加體育比賽和運動會 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 10 結交新朋友 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 統計“是”一欄得分 _____ | |

E：事業型活動

- | | |
|-----------------|--|
| 1 說服鼓動他人 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 2 賣東西 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 3 談論政治 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 4 制定計劃、參加會議 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 5 以自己的意志影響別人的行為 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 6 在社會團體中擔任職 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 7 檢查與評價別人的工作 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 8 結交名流 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 9 指導有某種目標的團體 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 10 參與政治活動 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 統計“是”一欄得分 _____ | |

C：常規型(傳統型)活動

- | | |
|-----------------|--|
| 1 整理好桌面和房間 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 2 抄寫文件和信件 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 3 為領導寫報告或公務信函 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 4 檢查個人收支情況 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 5 打字培訓班 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 6 參加秘書等實務培訓 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 7 參加商業會計培訓班 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 8 參加資料處理培訓班 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 9 整理信件、報告、記錄等 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 10 寫商業貿易信 | (是 <input type="checkbox"/> 否 <input type="checkbox"/>) |
| 統計“是”一欄得分 _____ | |

2) 擅長的活動：

R：實際工作能力

- 1 能使用電鋸、電鑽和銼刀等木工工具 (是 否)
 - 2 知道萬用表的使用方法 (是 否)
 - 3 能夠修理自行車或其他機械 (是 否)
 - 4 能夠使用電鑽床、磨床或縫紉機 (是 否)
 - 5 能給家具和木製品刷漆 (是 否)
 - 6 能看建築設計圖 (是 否)
 - 7 能夠修理簡單的電氣用品 (是 否)
 - 8 能修理家具 (是 否)
 - 9 能修理收錄機 (是 否)
 - 10 能簡單地修理水管 (是 否)
- 統計“是”一欄得分 _____

I：調研能力

- 1 懂得真空管或晶體管的作用 (是 否)
 - 2 能夠列舉三種蛋白質多的食品 (是 否)
 - 3 理解鈾的裂變 (是 否)
 - 4 能用計算尺、計算器、對數表 (是 否)
 - 5 會使用顯微鏡 (是 否)
 - 6 能找到三個星座 (是 否)
 - 7 能獨立進行調查研究 (是 否)
 - 8 能解釋簡單的化學 (是 否)
 - 9 理解人造衛星為什麼不落地 (是 否)
 - 10 經常參加學術的會議 (是 否)
- 統計“是”一欄得分 _____

A：藝術能力

- 1 能演奏樂器 (是 否)
 - 2 能參加二部或四部合唱 (是 否)
 - 3 獨唱或獨奏 (是 否)
 - 4 扮演劇中角色 (是 否)
 - 5 能創作簡單的樂曲 (是 否)
 - 6 會跳舞 (是 否)
 - 7 能繪畫、素描或書法 (是 否)
 - 8 能雕刻、剪紙或泥塑 (是 否)
 - 9 能設計板報、服裝或家具 (是 否)
 - 10 寫得一手好文章 (是 否)
- 統計“是”一欄得分 _____

S：社會型能力

- 1 有向各種人說明解釋的能力 (是 否)
- 2 常參加社會福利活動 (是 否)
- 3 能和大家一起友好相處地工作 (是 否)
- 4 善於與年長者相處 (是 否)

- 5 會邀請人、招待人 (是 否)
 - 6 能簡單易懂地教育兒童 (是 否)
 - 7 能安排會議等活動順序 (是 否)
 - 8 善於體察人心和幫助他人 (是 否)
 - 9 幫助護理病人和傷員 (是 否)
 - 10 安排社團組織的各種事務 (是 否)
- 統計“是”一欄得分 _____

E：事業型能力

- 1 擔任過學生幹事並且有不錯的表現 (是 否)
 - 2 工作上能指導和監督他人 (是 否)
 - 3 做事充滿活力和熱情 (是 否)
 - 4 有效利用自身的做法調動他人 (是 否)
 - 5 銷售能力強 (是 否)
 - 6 曾作為俱樂部或社團的負責人 (是 否)
 - 7 向領導提出建議或反映意見 (是 否)
 - 8 有開創事業的能力 (是 否)
 - 9 知道怎樣做能成為一個優秀的領導者 (是 否)
 - 10 健談善辯 (是 否)
- 統計“是”一欄得分 _____

C：常規型能力

- 1 會熟練的打印中文 (是 否)
 - 2 會用外文打字機或複印機 (是 否)
 - 3 能快速記筆記和抄寫文章 (是 否)
 - 4 善於整理保管文件和資料 (是 否)
 - 5 善於從事事務性的工作 (是 否)
 - 6 會用計算機 (是 否)
 - 7 能在短時間內分類和處理大量文件 (是 否)
 - 8 能使用電腦計算 (是 否)
 - 9 能蒐集數據 (是 否)
 - 10 善於為自己或集體做財務預算表 (是 否)
- 統計“是”一欄得分 _____



3) 喜歡的職業

R：實際型職業

- 1 飛機機械師 (是 否)
- 2 野生動物專家 (是 否)
- 3 汽車維修工 (是 否)
- 4 木匠 (是 否)
- 5 測量工程師 (是 否)
- 6 無線電報務員 (是 否)
- 7 園藝師 (是 否)
- 8 長途公共汽車司機 (是 否)
- 9 電工 (是 否)

統計“是”一欄得分 _____

I：調研型職業

- 1 氣象學或天文學者 (是 否)
- 2 生物學者 (是 否)
- 3 醫學實驗室的技術人員 (是 否)
- 4 人類學者 (是 否)
- 5 動物學者 (是 否)
- 6 化學者 (是 否)
- 7 數學學者 (是 否)
- 8 科學雜誌的編輯或作家 (是 否)
- 9 地質學者 (是 否)
- 10 物理學者 (是 否)

統計“是”一欄得分 _____

A：藝術型職業

- 1 樂隊指揮 (是 否)
- 2 演奏家 (是 否)
- 3 作家 (是 否)
- 4 攝影家 (是 否)
- 5 記者 (是 否)
- 6 畫家、書法家 (是 否)
- 7 歌唱家 (是 否)
- 8 作曲家 (是 否)
- 9 電影電視演員 (是 否)

統計“是”一欄得分 _____

S：社會型職業

- 1 街道、工會或婦聯幹事 (是 否)
- 2 小學、中學教師 (是 否)
- 3 精神病醫生 (是 否)
- 4 婚姻介紹所工作人員 (是 否)
- 5 體育教練 (是 否)



- 6 福利機構負責人 (是 否)
- 7 心理諮詢員 (是 否)
- 8 團體的幹事 (是 否)
- 9 導遊 (是 否)
- 10 國家機關工作人員 (是 否)

統計“是”一欄得分 _____

E：事業型職業

- 1 廠長 (是 否)
- 2 電視片編制人 (是 否)
- 3 公司經理 (是 否)
- 4 銷售員 (是 否)
- 5 不動產推銷員 (是 否)
- 6 廣告部長 (是 否)
- 7 體育活動主辦者 (是 否)
- 8 銷售部長 (是 否)
- 9 個體工商業者 (是 否)
- 10 企業管理諮詢人員 (是 否)

統計“是”一欄得分 _____

C：常規型職業

- 1 會計師 (是 否)
- 2 銀行出納 (是 否)
- 3 稅收管理 (是 否)
- 4 計算機操作 (是 否)
- 5 簿記人 (是 否)
- 6 成本核算 (是 否)
- 7 文書檔案管理 (是 否)
- 8 文書處理 (是 否)
- 9 法庭書記 (是 否)
- 10 人口普查登記 (是 否)

統計“是”一欄得分 _____

評分

喜歡的活動：

R 型 ____ 分、I 型 ____ 分、A 型 ____ 分、S 型 ____ 分、E 型 ____ 分、C 型 ____ 分；

職業傾向性最高得分之型號是 ____、第二高得分之型號是 ____、第三高得分之型號是 ____。

擅長的活動：

R 型 ____ 分、I 型 ____ 分、A 型 ____ 分、S 型 ____ 分、E 型 ____ 分、C 型 ____ 分；

職業傾向性最高得分之型號是 ____、第二高得分之型號是 ____、第三高得分之型號是 ____。

喜歡的職業：

R 型 ____ 分、I 型 ____ 分、A 型 ____ 分、S 型 ____ 分、E 型 ____ 分、C 型 ____ 分；

職業傾向性最高得分之型號是 ____、第二高得分之型號是 ____、第三高得分之型號是 ____。

第二節 DISC 性格測試簡易版

當您回答問題時，請想像您是身處於平常工作環境中的自己。這不是考試，沒有對錯，您只需依直覺誠實的回答。

每個問題皆必須選出答案，且一定要各選出一個最符合您自己的答案。

1. 在同學眼中您是一位？
A、積極、熱情、有行動力的人。
B、活潑、開朗、風趣幽默的人。
C、忠誠、隨和、容易相處的人。
D、謹慎、冷靜、注意細節的人。
2. 您喜歡看哪一類型的雜誌？
A、管理、財經、趨勢類。
B、旅遊、美食、時尚類。
C、心靈、散文、家庭類。
D、科技、事業、藝術類。
3. 您做決策的方式？
A、希望能立即有效。
B、感覺重於一切。
C、有時間考慮或尋求他人意見。
D、要有詳細的資料評估。
4. 職務上哪種工作是最擅長的？
A、以目標為方向，不服輸的人。
B、良好的口才，能主動的與人建立友善關係。
C、能配合團隊，扮演忠誠的擁護者。
D、流程的掌握，注意到細節。
5. 當面對壓力時，你會？
A、用行動力去面對它，並且克服它。
B、希望找人傾吐，獲得認同。
C、逆來順受，盡量避免衝突。
D、重新思考緣由，必要時做精細的解說。

6. 與同事(同學)之間的相處？
A、以公事為主，很少談到個人生活。
B、重視氣氛，能夠帶動團隊情趣。
C、良好的傾聽者，對人態度溫和友善。
D、被動，不會主動與人建立關係。
7. 您希望別人如何與您溝通？
A、直接講重點，不要拐彎抹角。
B、輕鬆，不要太嚴肅。
C、不要一次說太多，要給予明確的支援。
D、凡是說清楚，講明白。
8. 要完成一件事情時，您最在意的部份是？
A、效果是否有達到。
B、過程是否快樂。
C、前後是否有改變。
D、流程是否正確。
9. 什麼事情會讓您恐懼？
A、呈現弱點，被人利用。
B、失去認同，被人排擠。
C、過度變動，讓人無所適從。
D、制度不清，標準不一。
10. 哪些是您自覺的缺點？
A、沒有耐心。
B、欠缺細心。
C、沒有主見。
D、欠缺風趣。

你選擇答案的數目：A ____、B ____、C ____、D ____

如果選 A 的答案最多，代表 Dominance (D) 支配型性格較為突出
如果選 B 的答案最多，代表 Influence (I) 影響型性格較為突出
如果選 C 的答案最多，代表 Steadiness (S) 穩定型性格較為突出
如果選 D 的答案最多，代表 Compliance (C) 謹慎型性格為突出

* 以上答案結果只供參考

參考

Tobert, E. L. (1974). *Counselling For Career Development*, Boston: Houghton Mifflin.

Holland, J. L. (1997). *Making Vocational Choice: A Theory of Vocational Personalities and Work Environments* (3rd ed.), Englewood Cliffs, N.J.: Prentice-Hall.



Introduction

To student

Find Your Career Interest

Before you start looking for a job, think about your career first. Choosing a career means more than finding a means of making a living. Your work will determine many aspects of your daily activities, so you are in fact choosing your future way of life.

Before you start your job search, you have to take into consideration different factors:

How do you currently spend your time and energy?

What do you enjoy doing and what you are good at?

What do you value most: developing your potential, becoming an expert, serving the community, taking care of your family and friends, making a lot of money or gaining status and prestige?

The first step of career planning is to assess your interests, values, skills and personality traits. Self assessment is a process by which you learn more about yourself. A good self understanding can help you determine which occupations and work situations could better fit you. DON'T be forced by the market to take up jobs you don't like. Build your career around your interest and abilities.

The Interest Item Pool (IIP) is designed to provide for people to assess their career interest. This inventory is created by Professor James Rounds (Professor of Educational Psychology and Psychology, University of Illinois at Urbana-Champaign), Dr Hsin-Ya Liao (Assistant Professor of Counseling, San Francisco State University), and Dr Patrick Armstrong (Assistant Professor of Psychology, Iowa State University).

This inventory includes 31 basic interest scales. The sole purpose of this tool is to help you to identify your career interest. These tools will list out many items that describe the work activities or characteristics of a particular profession. You are required to rate your preference from a scale of (1 to 5) to indicate your preference on a particular item. After finishing the rating, you can identify your career preference from the list. To have better evaluation of your career interest, it is advised to look for career expert to help you to interpret the results.

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BASIC INTEREST MARKERS ADMINISTRATION INSTRUCTIONS

Indicate how much you would like to do each activity by assigning the number that most closely represents how you feel about it. The rating is:

| | | | | |
|------------------|---------|---------|------|---------------|
| Strongly dislike | Dislike | Neutral | Like | Strongly like |
| 1 | 2 | 3 | 4 | 5 |

Athletic Coaching

1. Participate in competitive sports
2. Provide physical fitness training
3. Coach a sports team
4. Explain a sport to other people
5. Referee a sporting event
6. Take a course in athletic training

Business

1. Understand the qualities of an effective business
2. Develop business systems
3. Learn about the needs of the marketplace
4. Think of ideas to increase the sales for a company
5. Implementing quality review procedures in a company
6. Develop strategies for advertising campaigns and sales promotions
7. Set prices on goods based on forecasts of customer demand
8. Plan the expansion of a company
9. Set up an office in a new city
10. Set up business transactions between companies
11. Negotiate a business deal
12. Develop relationship with external suppliers

Creative Arts

1. Sketch a picture
2. Take a film-making course
3. Design a creative work of art
4. Design a piece of artistic furniture
5. Design costumes for a movie or play
6. Participate in an art show
7. Develop a portfolio of artwork
8. Write an original musical piece
9. Visit an art gallery
10. Create a sculpture
11. Study painting

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Creative Writing

1. Study creative writing
2. Write a script for a TV drama
3. Write a celebrity biography
4. Write a novel
5. Develop a script for a movie
6. Edit a newspaper article
7. Compose short stories
8. Write a true-life story
9. Write a play for a theater
10. Be on a team of writers for a situational comedy
11. Write children books

Engineering

1. Modify an equipment design to reduce sound level
2. Develop more user-friendly machines
3. Redesign an engine to improve fuel efficiency
4. Maintain the main generator in a power plant
5. Test a new cooling system
6. Design electronic systems
7. Improve the efficiency of an assembly process
8. Design structures that can withstand heavy stresses
9. Analyze problems in aircraft design
10. Design a highway overpass
11. Design a diagnostic routine for a power plant

Family Activity

1. Take care of children at home
2. Redecorate the living room
3. Play with your children
4. Maintain the attractiveness of the house
5. Prepare exciting meals for your family
6. Meet the needs of my partner and children
7. Arrange transportation for your child's and friend's play activities
8. Provide a comfortable home for my family
9. Take the family on a picnic
10. Arrange play dates for your child
11. Cook for your friends and family
12. Take the family on a vacation
13. Keep the home looking comfortable
14. Read a story to your child



Finance

1. Understand economics principles
2. Understand the role of finance in business
3. Work with financial data
4. Create a budget
5. Study how to generate business profits
6. Analyze financial information
7. Project future expenditure
8. Analyze a person's credit history
9. Provide advice about investments
10. Evaluate the quality of an investment
11. Arrange business loans
12. Learn about money management

Human Resource Management

1. Meet with workers to mediate disagreements
2. Explain new company policies to workers
3. Organize a diversity workshop for a company
4. Assess employee opinions of the company
5. Investigate employees' job satisfaction
6. Direct activities to improve office communication
7. Provide human relations training
8. Facilitate relationships between management and employees
9. Review organizational policy matters on equal employment opportunity
10. Organize activities to raise employees' morale
11. Structure an employee disciplinary action

Information Technology

1. Design a technology system for distance learning
2. Acquire the latest electronic technology
3. Maintain network hardware and software
4. Maintain a website for an organization
5. Keep up-to-date on the latest software
6. Take a course on network administration
7. Design a computer system for an organization
8. Use computers to archive historical documents
9. Create a computer database
10. Improve computer network efficiency
11. Modify existing software
12. Install a new computer system



Law

1. Research case law
2. Find precedents related to a legal case
3. Obtain a license to practice law
4. Rule on the admissibility of evidence in court
5. Work to improve the legal system
6. Interpret the constitutionality of a law
7. Gather evidence for a trial
8. Present arguments to a jury
9. Prepare legal documents
10. Defend a client against a legal charge (in a courtroom)
11. Arbitrate legal disputes between parties

Life Science

1. Learn about the life cycle of an animal species
2. Breed animals in a laboratory
3. Dissect an animal
4. Track the migratory patterns of birds
5. Study the diet of an animal species
6. Investigate human gene structure
7. Identify and classify bacteria
8. Collect plant samples
9. Study how plants grow
10. Conduct research with growing bacteria

Management

1. Direct the business affairs of a university
2. Direct all sales activities for a company
3. Plan and coordinate a convention for a professional association
4. Administer city government
5. Plan and direct training and staff development for a business
6. Serve as a president of a university
7. Direct and coordinate the work activities of subordinates
8. Coordinate the activities of all departments in a bank
9. Direct the operations of a medium size company

Manual Labor

1. Load and unload freight materials
2. Deliver office furniture
3. Transport people's belongings from one place to another
4. Drive a nail into wood
5. Clean offices
6. Stack lumber in piles

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7. Dig a hole for a fence

8. Clean up trash or debris
9. Feed items into a machine
10. Separate items by weight or size
11. Feed and groom livestock
12. Use hands to lift, carry, and pull objects
13. Use vacuums and shovels to clean working areas

Mathematics

1. Solve an algebraic equation
2. Develop mathematical formulas
3. Understand applications of calculus
4. Learn about a new branch of mathematics
5. Graph an equation
6. Take a course in advance mathematics
7. Solve geometric proofs
8. Apply mathematical techniques to practical problems
9. Calculate the probability of winning a contest
10. Use mathematical theorems to solve problems

Medical Service

1. Research new drugs to cure cancer
2. Explain how viruses infect the human body
3. Determine the cause of an illness
4. Perform surgery
5. Provide physical therapy
6. Diagnose mental illness
7. Examine a patient in a clinic
8. Provide first aid
9. Prescribe medication to relieve pain
10. Treat injured animals

Outdoor-Agriculture

1. Protect crops from diseases and pests
2. Feed and water animals in a zoo
3. Raise livestock on a farm
4. Learn about soil and climate requirements of specialty crops
5. Work on a dairy farm
6. Install a crop irrigation system
7. Harvest trees for timber
8. Care for and plant trees
9. Work on a commercial fishing vessel
10. Work in the outdoors

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Office Work

1. Perform office work
2. Develop procedures to improve office efficiency
3. Operate commonly-used office machines
4. Improve a system for handling employee reimbursements
5. Order and maintain an inventory of office supplies
6. Provide customer service
7. Design an office filing system
8. Record meeting minutes
9. Schedule, maintain, and update appointments
10. Organize files and documents
11. Prepare payrolls

Performing Arts

1. Study one of the performing arts
2. Participate in a musical performance
3. Act in a television commercial
4. Sing on a stage
5. Perform magic tricks on stage
6. Act in a play
7. Appear in a talent show
8. Direct the performance of actors
9. Conduct an orchestra
10. Take a screen test for a movie
11. Act in a movie

Personal service

1. Wait on tables in a neighborhood restaurant
2. Plan the food and drinks for a business meeting
3. Provide personal services to airplane passengers
4. Serve beverages in a club
5. Provide a client with a manicure
6. Greet guests and answer questions about activities in a hotel
7. Arrange travel plans and accommodations
8. Style hair in a salon
9. Plan parties for weddings and other special occasions
10. Help a client plan an exercise program
11. Help a client plan a vacation to Europe
12. Lead a tour to points of interest in a large city
13. Fit and alter clothes for a customer
14. Work with clients to meet romantic partners



Physical/Risk-Taking

1. Do work that is dangerous and exciting
2. Discover uncharted territories
3. International travel to countries where there is armed conflict
4. Scuba-dive among unexplored coral reefs
5. Have some adventure during every work day
6. Participate in high-speed chases
7. Parachute jump from an airplane
8. Rescue someone stranded on a mountain
9. Participate in extreme sports

Physical science

1. Study the laws of gravity
2. Investigate the molecular structure of substances
3. Search for new solar systems
4. Study the nature of quantum physics
5. Measure the speed of electrons
6. Study the movement of planets
7. Test chemical reactions
8. Study rock and mineral formations
9. Describe the structure of an organic compound
10. Study why earthquakes occur
11. Use meteorological information to predict the weather
12. Take a course in the physical sciences

Politics

1. Persuade people to vote for your candidate
2. Work in a political campaign
3. Influence voters to support your ideas
4. Debate the merits of political candidates
5. Argue for or against an idea
6. Run for a political office
7. Write legislation
8. Give a speech supporting your candidate

Professional Advising

1. Advise people in meeting their professional goals
2. Assist people in planning for retirement
3. Conduct a workshop on time management
4. Coach people to prepare them for an interview
5. Provide consultation for colleagues
6. Apply professional skills in a consulting role
7. Provide skill development training



8. Conduct career planning workshops
9. Assess organizational development needs
10. Recommend changes in how a company operates

Protective

1. Search for explosives in an airport
2. Make inspections to be sure that laws are not broken
3. Patrol an area to maintain security
4. Direct traffic after an accident
5. Take a person into custody on an arrest warrant
6. Guard a government building
7. Patrol borders to stop illegal immigration
8. Respond to emergency calls for help
9. Conduct surveillance of suspects
10. Escort individuals for their own protection
11. Learn fire-fighting techniques

Religious Activities

1. Read a religious text
2. Help children understand religious teachings
3. Provide spiritual guidance
4. Develop my spirituality
5. Train to be a member of a religious ministry
6. Interpret religious writings
7. Conduct religious ceremonies
8. Participate in a prayer group
9. Attend a religious ceremony
10. Explain a religious text to people
11. Pray
12. Take a class about religion

Sales

1. Describe features and benefits of a product or service you sell
2. Increase sales in your sales territory
3. Work in a position that offers a commission based on sales
4. Convince people about the usefulness of a new gadget
5. Promote sales of medical equipment to physicians
6. Sell services and equipment
7. Determine customer needs
8. Explain products to customers
9. Persuade customers to spend money
10. Sell commercial property
11. Sell a new product to consumers



12. Learn new sales tactics
13. Be a sales representative for a retail business

Skilled Trades

1. Install the piping and fixtures of a drainage system
2. Use tools to repair factory equipment
3. Repair the engine of an automobile
4. Construct wooden cabinets
5. Diagnose malfunctions in automotive engines
6. Maintain manufacturing equipment in an industrial plant
7. Install the electrical wiring in a house
8. Replace defective telephone lines
9. Learn how to operate power tools
10. Use building materials to construct a wall
11. Weld together metal components of products

Social Sciences

1. Learn about human behavior
2. Develop a theory about human behavior
3. Investigate cultural practices
4. Conduct social science experiments
5. Study child-rearing problems
6. Compare cultural differences among groups
7. Analyze the effects of discrimination on minority groups
8. Review the interpersonal relationship literature
9. Study class structures of a society
10. Study intersections among people in a group

Social Service

1. Assist people with disabilities to find employment
2. Help families to adopt a child
3. Counsel families in crisis
4. Help the homeless find shelter
5. Help people find community resources
6. Provide childcare services
7. Organize a social support group
8. Volunteer for a community service center
9. Help children from disadvantaged background adjust to school
10. Counsel clients with personal problems
11. Provide services to individuals with disabilities
12. Help people overcome social problems



Teaching

1. Develop a lecture
2. Design tests to evaluate students' learning
3. Take a teacher development workshop
4. Create an effective classroom atmosphere
5. Interact with students in a classroom setting
6. Facilitate students' discussions
7. Design an active learning activity
8. Conduct seminars
9. Offer feedback on student papers
10. Supervise high school students' research projects

Technical Writing

1. Write complex technical information in an understandable way
2. Write instructional manual for a piece of equipment
3. Write directions for how to operate a VCR
4. Plan and edit technical manuals
5. Write a manual on how to operate a cell phone
6. Write instructions on how to assemble a toy
7. Prepare a manual for a computer program
8. Write a user guide on practically anything
9. Create manufacturer's catalogs
10. Write operating documents for an organization



GET READY FOR WORK

Writing successful CVs

Your CV is a great chance to prove that you have the specific skills and experience required by an employer. To promote yourself effectively, identify the skills required in the vacancy and provide evidence of you having them.

For example, you could prove your teamwork skills by describing a specific activity at HKIT and outlining how you:

Listened to colleagues, encouraged them and responsibly carried out my personal role, resulting in a mark of 71% and a business recommendation.

You should use positive power words and any headings you want to promote your specific skills and experiences - here are some of the headings you should consider:

Personal details

- This is usually the first heading on a CV and you should keep it short.
- Print your name at the top in a large font.
- If necessary, include both your term-time and home addresses (with dates when you will be at each).
- Create a professional voicemail reply message and email address incorporating your name.
- Generally, no need to include information relating to your age, sex, nationality, marital status or health.

Education

Provide details of your education going back to your secondary education (or equivalent). For each school, further education and higher education institution you have attended (or are attending), list the following:

- the institution's name;
- the town (and country, if it is overseas);
- when you were there (from start to finish);
- your qualifications and grades (especially if they are good), and their HK equivalents if they were taken overseas e.g. Grade 11 or high school second year is equivalent to Form 5).

Summarise your high school results or public examination results, but promote your recent education and training more fully. Relate your degree(s) to the job you are going for. For example, you could list relevant modules, outline related projects and/or promote the skills you have gained.

Experience/work experience

All work experience counts, whether paid, voluntary or shadowing (working alongside someone for a short time to see what their job is like). Outline your responsibilities and achievements that were/are relevant to the job you are seeking. Provide more information for recent and relevant roles. Some experience can be grouped together. For example:



Summer 2011: A variety of customer service roles including bar work, waitressing and telesales. Developed an awareness of customer relationship management and improved my teamwork skills whilst working with challenging customers in high pressure environments.

Positions of responsibility/achievements/interests

Choose one of these headings to outline extracurricular accomplishments which demonstrate your personal initiative and career motivation. Briefly describe what you have done, how you have succeeded and the relevant skills you have gained. For example:

As president of the university karate club I organise regular meetings to discuss possible events and successfully collaborate with a wide range of people including undergraduates, postgraduates, administrators, senior academics and sponsors.

Referees

You can either provide the contact details of two referees or tell the employer that your references are 'available upon request'. Ideally, it is better to have one of your referees be related to your work, e.g. a manager at work, and one should be an academic.

Optional headings

You can also create any other headings which highlight your particular attributes for the specific job. Some options are shown below.

Personal profile/career objective

This is a short (three/four line) summary of your relevant attributes and specific career aims. Well targeted profiles can attract attention but general statements often create a bad impression.

Follow these rules:

- use the third person (do not use 'I' or 'my');
- focus on just one or two of the key skills and experiences required.

For example:

Pro-active marketing graduate with over three years' experience organising and publicising successful events. Created a popular marketing campaign during internship with ABC Company. Looking for a challenging and creative marketing position in the XXX industry.

Relevant experience and Additional experience

If you have a wide range of employment experience, you may want to highlight your most relevant work history under a 'Relevant experience' heading and list your other jobs in an 'Additional experience' section.

Other possible headings

You may want to include any number of additional headings such as: 'Career summary', 'Technical skills', 'Publications', 'Additional skills' and 'Accountancy experience (relevant to the job role)'.



Layout

It should be easy to scan your CV and see your key skills and experiences. To do this effectively:

- use an appropriate type of CV (chronological, skills-based or academic);
- highlight relevant skills and experiences;
- place key information at the top of the CV where it can be easily seen;
- use bullet points to break up text;
- use positive headings such as 'Skills gained' and 'Relevant experience';
- list your experiences in reverse chronological order (most recent first);
- make dates easy to see and leave no unexplained gaps in time.

Presentation

- To create a good impression:
 - use good quality paper (if sending a hard copy);
 - in most instances, use two full pages (investment banks may expect a one-page CV, and academic institutions may want a longer academic CV for academic roles);
 - use a simple consistent format;
 - promote yourself with positive words and phrases;
 - spell everything appropriately and use correct grammar;
 - avoid graphics and tables as they can look cluttered;
 - use a larger font size for headings and use bold for emphasis (but do not overdo it);
 - keep it simple and attractive even if a job calls for artistic creativity (you can always provide a portfolio of your work);
 - avoid too much white space.

Three types of CVs

1) Chronological CV

This is the traditional CV format which directly links your education, work experience, achievements and interests to your relevant skills. Experiences are listed in reverse chronological order (i.e. your most recent studies and jobs are shown first).

This format is particularly effective if you have relevant experience because it highlights:

- what you have done;
- who you have worked for;
- how you have progressed.

See the sample chronological CV.



2) Skills-based CV

In this type of CV you briefly list your education, work experience, achievements and interests in one section and outline your relevant skills in a separate 'skills profile'.

CVs with well-targeted skills profiles are particularly effective when:

- your experiences are not obviously relevant;
- you have changed jobs frequently;
- you have a wide range of experiences;
- you are looking to change career direction.

This is because your skills profile shows that you have addressed the needs of the employer and you have gained all the transferrable skills required.

See the sample skills-based CV.

3) Academic CV

If you are looking for a research role you should demonstrate your relevant academic knowledge and achievements. Your headings could be:

- dissertation;
- research abstracts;
- research interests;
- areas of expertise;
- teaching experience;
- administrative experience;
- publications;
- presentations;
- conferences attended;
- professional memberships;
- fellowships and awards.

Remember - your research interests should be comprehensible to people outside your field but scholarly enough to interest fellow researchers.

Do not neglect your transferable skills and always use a professional layout. Academic employers want academic staff who are motivated team players, and can manage projects, bring in funding and communicate concisely and professionally.

See the sample Academic CV.



Covering letters

Whenever possible, send a covering letter with your CV which demonstrates your motivation, commitment and relevant skills.

- Always tailor your covering letter to the specific role.
- Show you have researched the role, the organisation and the industry.
- Outline why you are attracted to the specific opportunity.
- Highlight your unique selling points.

When applying by email, add the letter as an attachment.

Style

- Use one page of A4 paper and four or five paragraphs.
- Address your letter to a named person, even if you have to contact the organization to ask who deals with recruitment.
- Include your contact details and the employer's (including their title).
- Make sure your grammar and spelling are perfect.
- Use a professional tone.
- Link your writing style to the industry, e.g. covering letters for a job as a waitress will be less formal than those for an internship at a bank.

Content

Use the following format as a guide for your letter. You may also want to include an extra paragraph to explain any personal circumstances or anomalies such as low grades or a career change.

5-Paragraph format

- a positive, formal introduction outlining how you heard about the opportunity, listing the documents you have enclosed (such as your CV).
- outline why you are interested in the role and the organization, demonstrating indepth research and mature reflection on how the opportunity fits into your career plans.
- highlight your key skills and experiences.
- highlight your key personal characters and strength.
- end positively outlining when you will be available for interview.

Two sample letters:

- Standard covering letter
- Covering letter for a speculative application



JOB INTERVIEW TIPS

TYPES OF INTERVIEW

The interview is a core part of the recruitment process for all organizations and is a two-way exchange between you and each interviewer. Interviewers assess your suitability for the role by asking questions which give you the opportunity to demonstrate your abilities and personality. In turn you can ask questions of your interviewers and assess whether the organization and job is the right match for you.

Interview format

Informal interviews are often used as the first part of a multi-stage recruitment process. For less senior jobs this may be the only selection method used. The format tends to be a general chat about you and your interests. Be aware that it is still an assessment of you. In structured interviews, all candidates are asked the same set of questions in a structured format. Typically they begin with a brief chronological review of your overall career to date.

Competency/criteria-based interviews - these are structured to reflect the competencies or qualities required by the job. The interviewers are looking for evidence of your skills and abilities and expect you to support your answers with examples of your experience from your life to date.

Technical interviews - if you have applied for a job that requires technical knowledge, it is likely that you will be asked technical questions or have a separate technical interview. Questions may focus on your project or assignment or on real or hypothetical technical problems. Don't worry if you don't know the exact answer - interviewers are interested in your thought process and logic.

Portfolio-based interviews - if the role is within the creative, media or communications sectors, you may be asked to bring a portfolio of your work to the interview and to have an in-depth discussion about the pieces you have chosen to include.

Case study interviews - in these you may be presented with a hypothetical or real business problem. You will be evaluated on your analysis of the problem, how you identify the key issues, how you pursue a particular line of thinking and how you organize your thoughts.

Specific types of interview

Some recruiters use a single interview to decide whether to hire you. Many will use a sequence of interviews to inform their decision. In sequential interviews you will be interviewed by a number of different interviewers or panels in turn. You may find that the questions asked get more difficult each time. Alternatively you may be interviewed by a more senior member of the organization each time or be asked about a different set of competencies. Answer every question fully even if you feel you have been asked it previously.



Face-to-face interviews - this is the most common method. One interviewer or two or a panel of interviewers will conduct the interview. The one-to-one method is the least preferred due to ethical issues around equality and transparency but is sometimes used for informal pre-screening interviews as part of a multi-stage recruitment process. Two person interviews ideally have an interviewer of each gender. Panel interviews generally contain a spread of gender and expertise and are often chaired by the person to whom you will report, should you get the job.

Group interviews - several candidates are present and will be asked questions in turn by two or more interviewers. A group discussion around a specific topic may be encouraged and you may be invited to put questions to the other candidates and/or to the panel.

Telephone interviews - telephone interviews are increasingly used by companies as part of the recruitment process, often at an early stage of selection, especially by overseas recruiters. Prepare in the same way that you would for a face-to-face interview. Make sure you choose a suitable time and date, in a place where you will be free to chat in a quiet place without any interruptions. Make sure your mobile is charged if you are using it. Remember to keep any necessary documents, like your CV and the job advert, to hand throughout the phone call.

Professionalism

Employers are noting your level of professionalism at each stage of the recruitment process. Use a formal style for every communication whether it's an email, letter or telephone call. It is courteous to respond in a timely manner to offers of an interview and job offers, even if you have decided not to accept. Even more importantly, demonstrating total professionalism leaves the employer with a good memory of you - essential should you decide to apply for any future position with them.



PREPARING YOURSELF

Before the interview find out:

- Where will it be held?
- How long will it last?
- What format will it take?
- Will there be any tests or group exercises?
- Do I need to bring or prepare anything specific?

The interview invitation is likely to provide you with the above information. If not then call the organization and ask for it.

Ensure that you check the date and time of your interview. Figure out how you will get to the venue and how long the journey takes, especially if you are using public transport. Check for any planned disruptions to road or public transport services and aim to arrive early, rather than rushing in late. This is especially important for assessment centres, where the day runs to a tight schedule.

What to take for the interview

On the day, make sure you have the interview invitation letter and a copy of your CV, cover letter and application form if you used one. You will need notes of the key points you want to make and the questions you want to ask during the interview. Take some cash in case you need to get a taxi at the last minute or some other unforeseen expenditure.

What to wear

Decide on your outfit well in advance; ideally it should be a suit or equivalent business wear. Ensure it is ironed and ready to wear. Have a second outfit as a back-up and ensure your shoes are clean. Personal grooming is essential and you should avoid wearing overpowering fragrance. It is probably best to avoid alcohol the night before the interview and smokers should resist the temptation to have a cigarette on the way to or while waiting for an interview.

Personal safety

Give someone all the details of where you are going and when you expect to return. In the unlikely event that you are invited to a private residence bring someone with you and have them wait for you outside the venue.

Knowledge about yourself

If you are being interviewed for a job that was advertised, use the job description as a guideline as to what you'll be asked about in terms of your personality, skills, work experience and qualifications. Other candidates may have similar abilities, employment and academic experience to you. Think about how you might distinguish yourself. It is possible to highlight all of your strengths without sounding over-confident or aggressive.

Knowledge about the job

Know everything you can about the job on offer including the job and/or person specification. Search the web for profiles of employees who hold the same or similar roles and read the relevant occupational profiles in types of jobs.



Knowledge about the organization

Research your prospective employer organization. Employers will expect that you will have at least researched their website, their recruitment information and their annual report(s). Do more than this - search for media articles about it and consult industry insights for an overview of a range of employment sectors.

Current affairs/commercial awareness

Expect to be questioned about current affairs, about how they currently impact upon the sector in which the organization operates and what developments are likely to impact on the organization's future.

Psychological preparation

Remember that the interviewer wants every candidate to be a great one. Remember also these key points:

- get a good night's sleep the night before;
- eat properly and drink plenty of water on the day;
- practise breathing deeply;
- think positive thoughts;
- remember that, if properly harnessed, nerves can sharpen your performance.



MAKING AN IMPRESSION

First impressions really do count. If you get an interview you can assume that your potential employers already like what they have seen. The interview is an opportunity for you to build on that impression to secure the job.

It's not just what you say but how you say it that reinforces the message you are giving and creates an overall impression of your suitability. Here are some tips for making a good initial impression:

- arrive on time - ideally at least ten minutes early which will give you time to relax and collect your thoughts. If you are unexpectedly delayed, contact your prospective employer as soon as possible to explain the situation;
- when you arrive you will meet a receptionist or someone appointed to receive you. State, in a clear and friendly manner, your name, the time of your appointment and the name of the person you expect to meet;
- have all the relevant documentation ready to present if needed: your interview invitation and a copy of your CV and cover letter or application form;
- switch your mobile phone off before you enter the interview room.

Once the interview commences you will continue to make a positive impression if you:

- listen carefully to each question and give concise answers supported with relevant examples; avoid saying just yes or no;
- ask for clarification if a question is not clear;
- speak clearly and loudly enough for the interviewer to hear and try to keep to a moderate pace;
- stay as relaxed as possible. Prepare techniques in advance that will help to offset any nervousness. This might be simply repeating a silent mantra such as 'relax' or whatever works for you and also taking a deep breath before you start to answer a question.

Body language

- Be aware of the effects of your body language and how to use it to your advantage.
- Give each interviewer a firm handshake at the beginning and end of the interview.
- Keep a relaxed but alert posture and a friendly expression. This will indicate a positive approach on your part. Be conscious of maintaining good posture throughout the interview as you may find that when an interview is going well you tend to slouch into a casual pose.
- Maintain good eye contact. If there is more than one interviewer, look at the person asking the question when you reply but glance at the other interviewers from time to time.
- Most interviewers need to make notes as you are speaking so that they will remember key things about you when making their selection decision. Showing that you are distracted by it will have a negative effect so stay focused.
- You may find that you fidget when you are nervous and/or wave your hands a lot when speaking. This can be distracting to the interviewer and take away from your performance. Develop a technique that will help you to control the movement whilst still appearing natural and relaxed.



INTERVIEW QUESTIONS

Their questions

Imagine that you are the interviewer. Think of every question you would ask to find out if a candidate was the best person for the job. Try to cover all aspects of the job and/or person specification that has been provided. If you've been granted an interview on the back of a speculative application then try to anticipate the questions that might be relevant.

Prepare your answers but avoid sounding as if you have rehearsed them. Ask your careers adviser for a mock interview.

Most interviews will contain questions about your competencies and skills, personality, interests and values. Interviewers will expect you to support your answers with evidence from your life to date. A useful strategy for providing that evidence and for answering competency-based questions concisely is to use the STAR technique:

- Situation - briefly describe the where/when/who;
- Task - outline the task or objective (what you hoped to achieve).
- Action - describe what you did - focus on your role and your input.
- Result - what the outcome was and what skills you developed.

Develop a range of examples of numerous competencies, using the above format. Draw from all aspects of your life. Store them safely and update your examples as you go through your career.

Challenging questions

Think of all the questions you would least like to be asked. Is there a gap in your CV? Have you had some poor academic results? Were you ever fired? Prepare an answer to each one. Answer as honestly as you can, without being defensive or blaming anyone. Try to turn your answer into a positive statement with a successful outcome. Show how you overcame any difficulty and what you learned from it.

Sometimes you may wonder if a question has been designed to antagonize you. Questions such as this are designed to test your emotional intelligence, i.e. will you just react or provide a calm and insightful response?

Finally, if you are asked a question that you feel you can't answer ask to return to it later and, if still unable to attempt it then, say so.

Personal questions

Recruiters must not discriminate on grounds of gender, race, religion, sexual orientation, age or disability. If you feel uncomfortable about any question then say so. If you feel unsafe or very uneasy, end the interview politely and leave. If you feel that you have been discriminated against, or that your personal safety has been compromised, discuss this with your careers adviser as soon as possible. See equal opportunities for further advice.



Your questions

Have a list of questions in mind to ask. You may feel that all your questions have been answered at some point during the interview but try to ask some, if only to show enthusiasm and interest.

These might include questions concerning progression opportunities, support for further study or any plans that the company has to expand. Avoid asking questions for the sake of it or asking very basic questions that you should already know the answer to.

Ending positively

If the interviewer does not tell you, at the end of the interview ask when you should expect to hear news of their selection decision and, if you are successful, what the next stage of the process will be. End the interview on a positive note. Thank the interviewer and reiterate your enthusiasm for the job for which you have applied.



INTERVIEW PROBLEMS

Not getting interviews

If you have been applying for jobs for which you meet the minimum criteria but are not being asked to interview it is probably time to take a critical look at your CV and application forms. Make an appointment with your careers adviser to review and improve them. You may also find it useful to look at job application advice and CVs and covering letters.

Ask yourself: Am I demonstrating in my applications that I know what the company does, what its products are, what the job is about and how my skills, experience and personality relate to what the job and the organization require? The written application you send is all the employer has to inform them when making a decision about who to short-list for interview.

Do not send the same generic covering letter and CV to a multitude of jobs. Tailor both your letter and CV to each specific job application.

If you are applying for popular graduate training schemes which have only a few places on offer then think about other routes into the organization, such as a very junior position, to gain experience. You could also consider work shadowing.

When you make speculative applications, make sure you follow up your initial enquiry. Call them within a few days to ensure they have received your application. If they do not offer you even an informal interview, try to negotiate a short meeting with them at a time convenient to them. You will know by their tone if it is time to thank them and put down the phone or whether a bit of charm and persuasion will get you a foot in the door to chat.

Not getting past interviews and assessment centers

Stay positive!

If you are not successful in progressing to another round of selection, or in being offered a job, it is not necessarily an indicator that you have performed poorly. It is merely that the employer has deemed that another candidate or candidate(s) are a better fit for the organization than you.

Get feedback

It is best practice for organizations to give you feedback on your interview and assessment centre performance. If they do not do this automatically then call and ask for it. Discuss any information they give you with your careers adviser and consider what action you might take to improve your performance in the future.

Review

After interviews and assessment centers, along with the interviewers' feedback, it's important for you to conduct your own critical review on how things went. You can really learn from the experience and build on it for the next occasion. Make notes on how you think you performed, asking yourself questions such as:

- Was I as prepared as I could have been?
- Did I demonstrate my interest, enthusiasm and a positive demeanour?



- Did I articulate my personal skills, strengths and abilities clearly?
- Was I able to relate my previous experience to the position for which I was being interviewed or assessed?
- Did I provide concrete examples of my skills and experience and did I avoid generalizing?
- Did I under-sell myself by using ‘only’ in my examples? E.g. ‘Yes, I’ve worked as part of a team, but I was only a waitress and it was only a part-time job.’
- Was I able to show the interviewers how much I wanted the job?
- Did I demonstrate a good knowledge of the organisation and the position?
- Which elements of the assessment centre did I do well on and which did not go so well?
- Was I as well presented as I could have been?
- Did my body language or nervousness detract from my performance?
- Would more coaching and more work on practice tests improve my performance in the future?



JOB OFFERS

What constitutes an offer

You are likely to receive your offer initially by telephone. This should be followed by a formal written offer letter inviting you to accept the job which generally contains the following information:

- your name and the name of the employing organization;
- the date of the offer;
- the job title and department or location;
- the salary;
- the period of notice required for either party to end the contract;
- your start date.

It may also include your full conditions of employment including:

- hours of work;
- holiday entitlement;
- other information, e.g. details of pension scheme, bonuses, salary reviews, other benefits such as a company car, medical schemes, employee handbook;
- details of the any probationary period.

The offer may be contingent upon the following:

- acceptance of the offer by a given date;
- completion of a medical examination;
- proof of a specific class of degree;
- positive feedback from your referees;
- police vetting or clearance.

Keep your letter safely - it forms one half of your employment contract. Seek clarification if there is anything you do not understand or that you think has been omitted. If you have concerns about any aspect of the job offer, discuss it with your careers adviser.

Making a decision

To evaluate whether an offer is right for you, or to decide between multiple offers, you need to consider a variety of factors including: the job itself, the organisation, the location, the working conditions, the salary, training and career development, and your own values and needs. Compiling a list of weighted pros and cons can help you make your choice.

Remember:

- when jobs are in short supply it may be that you will opt for a ‘good-enough-for-now’ job in order to earn money and gain experience;
- few people find their ideal job, at least not initially;
- every job can open unexpected doors into other career options and provide you with a valuable network of contacts as well as new skills;
- if you find that the job doesn’t suit you, discuss the issue with your immediate supervisor or the HR department to try and resolve it. If it cannot be resolved you can leave giving the appropriate period of notice. It is in no one’s interest for you to stick with a job that you are really unhappy in.



Accepting an offer

If you decide to accept an offer, telephone the employer to state your initial acceptance and follow with a reply in writing by the deadline given or on the next working day. There may be a form or a copy of the letter included with your offer that you just need to sign and return. If not, address your acceptance to the person who wrote the offer letter, stating that you agree to the terms and conditions of employment outlined. Your reply constitutes the other half of your contract of employment so keep a copy and store it safely with the offer letter.

When your offer of employment is confirmed, i.e. no longer conditional, you should immediately decline all other job offers or invitations to interview and withdraw any outstanding applications.

Declining an offer

Think very carefully before deciding to reject an offer. Respond in writing to the person who sent you the offer, thanking them and outlining your reasons for declining it, if you feel happy to disclose these.

Send your response as soon as possible so that the employer has time to offer the job to an alternative candidate. Such an approach will reflect well on you, especially if you decide to seek employment with the organization again in the future.

An example of a standard covering letter

Mrs L Groom
Graduate Recruitment Manager
The High Roller Group
Blue Base Road,
Birmingham. B1 2BE

3 Lappage Court
Tyler Green
Bucks, HP8 4JD

23 June 2011

Dear Mrs Groom

Trainee Decision Maker

I am writing to apply for the above role as advertised in the Real Prospects Directory 2011 and enclose my CV in which I have systematically addressed the skills you require.

I first became aware of The High Roller Group at The London Graduate Recruitment Fair in December 2010 and was impressed with the staff at the stand and the company profile. I am particularly attracted by the emphasis your company puts on 'working with clients to understand their needs and those of their customers or pension scheme members.' Furthermore, I am excited about The High Roller Group training scheme because it offers a platform of learning and experience which leads to a wide range of opportunities.

The graduate roles on offer suit the knowledge and skills I have gained on my degree, and my personal attributes. My degree offers a firm foundation of theory and principles related to your two main services, i.e. customer management and improving quality and efficiency. I am also an avid reader of the financial press and aware of current trends and developments within the insurance and pensions industry, as demonstrated in my final year dissertation.

My CV shows a range of roles where I have demonstrated high level communication, interpersonal and interpretive skills so I am confident that I can build and maintain productive relationships with clients and colleagues at your organisation. I would especially like to draw your attention to my six-month internship in Madrid where I successfully performed precise and exacting tasks in another language and culture.

In my CV I have also outlined my aptitude for maths and practical number ability as demonstrated during my technical degree and my experience as a financial assistant.

I hope that, on consideration of my CV, you will be persuaded of my potential to perform well on this training scheme and make a real contribution as a member of your firm. I can be available for interview at any time and look forward to hearing from you.

Yours sincerely

Ashley Gill
Ashley Gill

Include the person's name, position and full address

State where you saw the job advertised

Outline what attracts you to the role, showing that you have done your research

Highlight the key skills and experiences you have to offer

If you would like something taken into account express it here

An example of a speculative covering letter

Mrs Hannah Simpson
Young People's Counselling Group
Denby Road,
London. NW9 8ET

Shawn Andrews
42 Benson Heights
Didcot, Oxon
OX55 5YT

23 June 2011

Outline what attracts you to the role, showing that you have done your research

State where you heard about the organisation

Possible openings

Dear Ms. Simpson

Your new charity has come to my attention because it offers practical counselling and related services to young adults. Whilst listening to your recent BBC interview I was particularly moved by your experiences with young people in your area and how you got the idea for your charity in the first place. I would really like to be part of this project and have enclosed my CV to highlight my relevant skills and experiences.

As you can see from my CV, I am about to graduate from university with a degree in youth work. I have completed projects in the local area that have increased young people's confidence and have tackled bullying. My final paper is entitled 'Inner City Youth: Myths and Morality' for which I surveyed the opinion of 30 adults and 45 young people. I found that there is a dangerous disconnection between the two groups which I want to address in my career.

I have also completed two years towards a counselling qualification during which I have developed a strong ability to listen to young people in a non-judgemental way and give them the tools to help themselves.

Furthermore, I volunteer at MUZIK, a community programme which lends out instruments to local people, provides free music lessons and creates local bands. During my time at MUZIK I have supported numerous young adults and have also gained valuable fund-raising through networking and applying for grants.

I would be grateful to have a chance to discuss my skills and experiences with you and to learn more about your work. I will call next week to see if we can arrange a convenient meeting.

Yours sincerely

Shawn Andrews

Shawn Andrews

Example of a chronological CV

ASHLEY GILL

3 Lappage Court
Tyler Green, Bucks.
HP8 4JD

Telephone: 01882 652349
Mobile: 07717 121824
Email: ashleygill2023@gmail.com

Multi-lingual business student with international financial experience and ability to develop business relationships seeking a financial consulting career in life insurance and pensions.

Education and Qualifications

| | |
|-----------------------|---|
| <p>2008 – present</p> | <p>Buckinghamshire Edge University BA International Business Studies with Spanish (expected 2:1)</p> <ul style="list-style-type: none"> • Six-month work placement in Madrid. • 12,000 word dissertation analysing the UK pension market to 2050. <p>Highly mathematical and technical degree giving me excellent numerical skills and ability to conduct sophisticated statistical tests.</p> <p>Demonstrated ability to gather pension data from a wide range of sources, draw appropriate conclusions and clearly communicate my findings, resulting in a 73% grade and a business recommendation.</p> |
| <p>2000 – 2007</p> | <p>Freebridge School A-Level: Business studies (B), French (C) 8 GCSEs including Maths, English, Spanish and French</p> |

Finance Related Work Experience

| | |
|-------------------------|---|
| <p>2011 (Feb – Aug)</p> | <p>Audigest S.A. (Madrid) Audit Assistant</p> <ul style="list-style-type: none"> • Six months' work experience in an international bank. • Reviewing company financial systems and analysing risk. • Testing to check that financial information systems were fit for purpose. <p>Developed excellent data investigation skills such as an ability to use a range of sources, check findings and question conclusions resulting in a key role helping business clients develop efficient systems.</p> <p>Built longstanding business relationships through outstanding client service delivery, a professional attitude and an ability to communicate with senior colleagues in both English and Spanish.</p> |
| <p>2008 (Jan – Aug)</p> | <p>Top Choice Holidays and Flights Ltd (Low Wycombe) Financial Assistant/Supervisor</p> <ul style="list-style-type: none"> • Supplier statement reconciliation: Worked in a team of four matching invoices to payments made on account. • Matched income to expenses over the financial period. <p>Demonstrated excellent teamwork skills in a busy financial environment, such as an ability to listen to clients and managers, perform my role to a high level and support colleagues, resulting in an early promotion.</p> |

Example of a skills-based CV

| | | |
|--|--|---|
| 2007 (Jul – Aug) | Dogs Protection League - Financial Assistant <ul style="list-style-type: none"> Working within the accounts payable team. Conducted bank reconciliations, branch recharges, updated sales and purchase ledger and calculated trial balances. Maintained fixed asset register. Responsible for producing branch holding funds and preparation of management accounts. Passed OCR Level 1 Book Keeping course. | Highlight the headings. |
| Make sure your dates are easy to see. | Quickly established myself as an enthusiastic and flexible finance professional ready to take on a wide range of technical data gathering and investigation roles. | |
| Neatly align your headings. | Demonstrated sound problem-solving skills by developing a new financial protocol for assistants which is still being used today. | |
| 2006 | Dave Bruegold Chartered Accountants - Work experience Developed a strong passion to work in client service delivery within the finance industry. | Use short positive statements and power words. |
| Additional Work Experience | | |
| 2010 | Finsbury's supermarket (Hazelbridge) Supervisor - Managing a small team and providing customer service. | |
| 2008 – 2011 | Buckinghamshire Edge University Learning resources assistant and university tour guide | |
| 2006 | McHenry's Restaurant (Low Wycombe) Crew member and supervisor | Less detail is required for less relevant/older roles. |
| Voluntary Experience | | |
| 2011 | Teaching English in Spain | |
| 2009 | Student volunteering: Teaching young adults DJ'ing skills | |
| 2007 | Teaching English in Mexico | |
| Additional Skills | | |
| Languages | <ul style="list-style-type: none"> French: Semi-fluent. Spanish: Fluency obtained working in Spanish-speaking countries. | Outline any useful skills that are not mentioned in the advert/job description. |
| IT | <ul style="list-style-type: none"> OCR Level 1&2 Web design. Experience with SageLine 100, Barclays Business Master and Care (LiveContacts). Confident with all Office applications, email and internet. | |
| Additional | | |
| | <ul style="list-style-type: none"> Enjoy running and have successfully completed organised races for Diabetes UK. Clean driver's licence. | |
| Referee details available upon request | | Use the two full pages. |

| | | |
|--|--------------------|---|
| 3 Lappage Court Tyler Green, Bucks. HP8 4JD ashleygill2023@gotmail.com | ASHLEY GILL | Telephone: 01882 652349 Mobile: 07717 121824 Email: |
| Personal Details | | |
| Summary | | |
| <ul style="list-style-type: none"> Business studies with Spanish undergraduate. Ability to speak French and Spanish. Extensive business experience including an internship with Top Choice Holidays. | | |
| Skills and Achievements | | |
| Make sure you carefully assess the job advert/job description and address all the skills they require. | | |
| Effective communication | | |
| <ul style="list-style-type: none"> Able to communicate effectively with a wide range of clients and colleagues, by showing interest, carefully listening to needs and appropriately adjusting my message, as demonstrated during my time at Finsbury's Supermarket. Strong presentation skills and confidence demonstrated by experience of delivering presentations in different languages to groups of five to fifty. | | |
| Customer service | | |
| <ul style="list-style-type: none"> Ability to quickly build rapport with customers and calmly deal with any problems as shown during my retail experience in high pressure environments. Capacity to maintain professional relationships through email and other written correspondence, for example, at Audigest in Madrid, where I built longstanding business relationships with customers and colleagues across the globe. | | |
| Teamwork | | |
| <ul style="list-style-type: none"> At Top Choice Holidays demonstrated excellent teamwork skills in a busy financial environment, such as an ability to listen to clients and managers, perform my role to a high level and support colleagues, resulting in promotion. | | |
| Administration | | |
| <ul style="list-style-type: none"> Excellent ability to plan ahead and manage time effectively, for example, managing complex roles during my internship at Top Choice Holidays. Gathered data from a wide range of sources during my dissertation whilst balancing my other studies and two jobs, resulting in a 73% grade. | | |
| Prove you have each of the skills required by outlining where you performed them and how you performed them well. | | |
| Experience of travellers' needs | | |
| <ul style="list-style-type: none"> Recent travel consultancy experience gives me an in-depth understanding of the expectations of holiday customers and the competitive nature of the industry. International travel experience and language ability give me an empathy with travellers and a passion for helping them find a unique holiday experience. | | |
| Initiative | | |
| <ul style="list-style-type: none"> Self-funding an evening course in bookkeeping during my first accountancy role demonstrated my ability to plan ahead and take control of my career. Successful study and work in Spain and Mexico show that I can creatively develop my skills and experience and adapt to new and different environments. | | |
| Sales knowledge | | |
| <ul style="list-style-type: none"> Wide experience of financial roles gives me an awareness of the tight monetary pressures which drive UK service industries. | | |

- Raised sales at The Dogs Protection League by 12% by up selling add-on packages to new and existing customers.

Language ability

- Spanish fluency obtained working overseas, French - semi-fluent.

Education and Qualifications

2008 – present

Buckinghamshire Edge University BA International Business Studies with Spanish (expected 2:1)

- Study semester at The University of Valloid (Spain).
- Six-month work placement in Madrid.
- Relevant modules included: Business Planning; Sales Promotion and Marketing; and Business Operations Management.

Relate your degree to the job by listing your relevant modules/ dissertation.

2000 – 2007

Freebridge School

A-Levels: Business Studies (B), French (C)
8 GCSEs including Maths, English, Spanish and French

Work History

2008 – 2011

Buckinghamshire Edge University – Learning resources assistant/tour guide

- General administrative and customer service roles.

2011 (Feb–Aug)

Audigest S.A. (Madrid) – Audit Assistant

- Six months' work experience in an international bank.
- Liaising with colleagues and clients in English and Spanish.

2010 (June–Dec)

Finsbury's supermarket (Hazelbridge) – Supervisor

- Managing a small team.
- Customer service in a busy competitive environment.

Briefly list your relevant duties.

2010 (Jan–Aug)

Top Choice Holidays and Flights Ltd (Low Wycombe)

Financial Assistant/Supervisor

- Working in a range of teams to manage complex financial processes.

2007 (Jul–Aug)

Dogs Protection League – General Assistant

- Dealing with enquiries and selling packages to a range of clients.

2006 (Jan–Dec)

McHenry's Restaurant (Low Wycombe) – Supervisor

Voluntary Experience

2007/2011

Teaching English in Mexico/Spain

Interests

Active member of University Business Club – Winner of the 'Bucks Best Business Pitch' award in 2010 Enterprise week, judged by Michael Eavis.

Referees

Include all your referee details including their email and phone number (but ask for their permission first).

Professional: Mr. Jose Andreas, Management Accountant, Audigest, Avenida de Concha Espina 2, Madrid, ES-28036, +34 91 398 5476, j.andreas@audigest.es

Academic: Dr. Jane Luffle, Personal Tutor, Buckinghamshire Edge University, Due Road, Low Wycombe, Bucks, HD15 3DL, 01628 435 6784, j.luffle@bedge.ac.uk

Academic CV

ROBERT BROADSTONE

Home: 74 Langdale Way
Heaton Green
Carmarthen
CA5 2WE
Email: rbroadstone@hotmail.com

University: School of Environment
The University of Carmarthen
Oxford Road
Carmarthen, CA4 3DE
Telephone: 01431 275 0113

Academic CVs usually include a university address too.

RESEARCH

My principal research interests lie in the field of conservation and impacts upon the South Wales economy. I am currently investigating the impact of tourism, government policy and demography on conservation for my PhD. Using the latest econometric modelling and e-factor analysis techniques.

My future research plans are to build on the foundations of my PhD to further develop models and tools in conjunction with government bodies, environmental agencies and city financial modellers. I have a particular expertise and interest in the regulation of urban utilities from a conservation and sustainability perspective. I am able to read and speak French.

Relate your interests and skills to the vacancy early in your CV.

EDUCATION

2008 – 2011

PhD 'The impact of the South Wales economy on conservation – towards conservation modelling'

University of Carmarthen, Centre for Environment & Development

Supervisor: Professor F Smith – leading researcher in conservation. Partial funding awarded by the Wales Development Agency.

- In close collaboration with the Centre for Finance, The Wales Development Agency and Groundwork Wales, my thesis investigates novel modelling tools and analytical models.
- Econometric modelling, e-factor analysis, the Harvard model are used to track correlations and produce test models.
- Extensive use of databases to manage and analyse statistics. (A synopsis of work undertaken is attached)

Attach other documents including longer lists of publications.

2005 – 2008

BA (Hons) Economics & Geography (First Class) University of Carmarthen

Modules included: Social & Human Geography, People & Environment, Planning, Economics & Econometrics, Quantitative Research Methods. Awarded - Initiative in Development Award for dissertation project.

2003 – 2005

A Levels: Geography (A), Maths (B), Business Studies (C)

PUBLICATIONS

- 'Towards a model of conservation' *The Economist*, 1st December, 2008.
- 'Conservation and the South Wales economy' *Conservation Times*, July 2008.
- 'E-factor analysis for the environment?' *The Economist*, 4th January, 2007.

Reference fully – usually Harvard style.

TEACHING/ADMINISTRATION EXPERIENCE

2010 -

Tutorial Assistant - University of Carmarthen

- Supervision support for two undergraduate projects in econometric models for conservation.

- Delivering seminars in 'Conservation theory' and 'Environment modelling' to groups of 10-20 undergraduate students - planning teaching methods.
- Mentor to 2 new PhD students in the Department.
- Group leader on 3 field trips - requiring leadership, problem solving under pressure and enthusiasm.

2009 – 2011

Hall Representative - Griffin Hall, Carmarthen

Maintaining the effective running of the hall in conjunction with the warden, including one-to-one student support, administration and seeking students' comments for hall reviews.

WORK EXPERIENCE

| | |
|--------------|---|
| Conservation | <p>Member - Student Conservation Groups International</p> <p>Participating in regular conservation projects including building restoration, riverside clearance and land reclamation.</p> <p>Exposure to conservation marketing, budgeting and impact assessment.</p> |
| Tourism | <p>Tour Guide - Dingle Peninsula, Carmarthen Tourist Board</p> <p>Active in running activities - seminars, talks, guided tours and interaction with a broad range of visitors.</p> <p>One of 4 guides at the Blasket Island Centre dealing effectively with over 2,000 visitors each season.</p> |

PROFESSIONAL MEMBERSHIPS

The Institute of Ecology & Environmental Management - Affiliate
 British Trust for Conservation Volunteers – local branch member and previously secretary to the Treasurer.

TECHNICAL SKILLS

| | | |
|--------------|--|---|
| Econometrics | E-factor analysis (fully competent), The Harvard Model | Include relevant technical skills and competencies. |
| Databases | SPSS, H1X models, Access | |

CONFERENCES & COURSES

| | |
|-------------|--|
| July 2010 | 'Conservation North West' - Presentation of a poster - 250 attendees including leading government bodies. £300 attendance funding awarded following successful bid to the Welsh Tourist Board. |
| August 2009 | Graduate School - Research Councils - developing skills in project management, career management and team-working ability. |

REFERENCES

Prof. F. Smith (Supervisor),
 School of Environment,
 University of Carmarthen,
 Oxford Road, Carmarthen CA4 3DE
 Email: f.smith@carm.ac.uk

Prof. B. Jones (Collaborative Tutor)
 School of Economics,
 University of Carmarthen,
 Oxford Road, Carmarthen CA4 3DE
 Email: b.jones@carm.ac.uk

Ms. S. Smith (Employer)
 Carmarthen Tourist Board,
 Green Fields, Carmarthen CA2 4ER

Usually two academic references and one employer/character reference.

IIP Scales in scientific publications

Rounds, J., Su, R., Lewis, P., & Rivkin, D. (2010). O*NET Interest Profiler Short Form Psychometric Characteristics: Summary and Supporting Evidence. Department of Labor O*NET Resource Center.

Armstrong, P. I., Allison, W., & Rounds, J. (2008). Development and initial validation of brief public domain RIASEC marker scales. *Journal of Vocational Behavior*, 73, 287-299.

Liao, H-Y., Armstrong, P. I., & Rounds, J. (2008). Development and initial validation of public domain basic interest markers [Monograph]. *Journal of Vocational Behavior*, 73, 159-183.

Liao, H-Y., Armstrong, P. I., & Rounds, J. (2007). Interest Item Pool (IIP). Retrieved [24th April, 2012] from <http://netfiles.uiuc.edu/jrounds/IIP/home.htm>.



香港科技專上書院 學生輔導及就業支援中心 理「才」手冊

編輯：香港科技專上書院 學生輔導及就業支援中心
余德明
黃景偉

排版：吳國華 同學
鳴謝：香港教育局 質素提升津貼計畫

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