

CCCU CARATS

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INTERVIEWING SKILLS WORKSHOP

## (個人)簡歷-大忌

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使用同一份簡歷/ 職業目標申請不同工作

使用影本 / 手寫簡歷

提供不正確資料/ 企圖偽造文書

欠簽名

提供非每天檢查的電郵地址

沒取得推薦者同意便使用其資料

## (個人)簡歷-切忌

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格式不一

字體少於十一

呈上生日日期、相片

年份排位由遠至近

文件沒依序疊好及釘好

多於兩頁履歷表

# 面試

面試官為什麼要僱用你而不是其他的申請人...；

為何你要接受這份工作而不是其他...；

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讓他/她知道為何你是值得被聘用。

# 更重要的準備...?

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## 在大專生活...提昇自我了解

- 發掘個人勤力讀書外的不同能力；
- 學習反思；
- 認識自己與別人有什麼的不同.../ 特質；
- 學習改善。

# 題目類型

## 壓力類型

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測試性格特徵，包括：

- 應變能力；
- 處理問題的能力；
- 人際關係能力；智慧；情緒穩定性

看看誰的心理素質更強；

先提一個不甚友好的問題，擊潰你的心理防線；

咄咄逼人的提問方式，令人尷尬的直接否定；

委屈和激憤中露出本色；

充分保持冷靜和克制，只要相信這是他/她作為測試僱員之方法，目的為篩選出真正有心理承受能力的智者。

# 面對壓力題目時的一般反應...

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第一類同學會裝作鎮定，當組員反問他有甚麼意見時卻答不出來。

第二類同學是在整個面試中都表現得非常緊張，完全忘記了表現出自己的長處。

在面試初段時的確因為太緊張而手足無措，但經過熱身後，慢慢地靜下來，表現自己的能力。

來源：[壓力面試招人才](#)

# Employment Correspondences

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- \* Letters of application
- \* Resume
- \* Letters requesting references or recommendation
- \* Letters of acknowledgement
- \* Letters accepting or refusing a job offer
- \* Thank-you letters



# Useful Resources

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\*CityU Career and Leadership Center

\* Purdue University > Online Writing Lab >  
Job Search Writing

# Typical Questions

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**Please introduce yourself briefly?**

Why do you want to apply for this degree program/job?

What makes you think you are fit for this program of study / job?

How much do you know about our program / university / organization?

# Typical Questions

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**What are your strengths and weaknesses?**

Do you have questions for us?

What is your salary expectation?

Could you comment on your ability [to work in a team]? **Use STAR or CBO approach!**

# Self-introduction

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“My name is Joan Wong. I am currently studying AD at CCCU / CityU and will be graduating this summer. I have worked part-time in Star Bucks and Levi’s for the last two years. I am quite sociable and organized I believe I can work very well with people and I am now looking forward to a new start in degree studies .....

# Self-introduction

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The components:

1. name
2. education
3. work experience / volunteer experience
4. personality (related to the job)
5. career aspiration

# STAR Technique

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S= Situation

T= Target

A= Action

R= Result

# 行為/故事類型

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STAR<sub>法則</sub>

S= Situation (情境/ 背景)

T= Target (目標)

A= Action (行為)

R= Result (結果)

# STAR<sub>法則</sub>

**S** 了解工作/任務的背景。

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- T**
- 了解應聘者工作中完成了哪些工作任務 (TASK) ；
  - 每項任務的具體內容是什麼樣的；
  - 了解面試者的工作經歷/ 經驗；
  - 當中獲得的經驗是否適合現在所空缺的職位。

- A**
- 如何完成工作的，採取了哪些行動；
  - 所採取的行動是如何幫助他完成工作的；
  - 進一步了解工作、思維和行為方式。

- R**
- 有什麼成果/ 成效；
  - 如果檢視當中的得著；
  - 人生觀/ 自醒能力。



# 練習方法...

把你所有的例子寫下來，嚴格按照STAR的形式寫，然後反復斟酌記憶

例子不能“創作”

- 對每個問題的回答得控制在**2-3分鐘**以內。
- 重點應該是強調 **Action** 和 **Result**
- 在時間分配上，**Situation**和 **Task**要非常簡潔，交代清楚大概的背景就可以了。

# 練習方法...

請講出一件你通過學習盡快勝任新的工作任務的事。追問：

<p><b>S</b></p> <p>這件事發生在什麼時候？</p>	<p><b>T</b></p> <p>你要從事的工作任務是什麼？</p>
<p><b>A</b></p> <p>接到任務後你怎麼辦？</p> <p>(深層次了解)</p> <p>你用了多長時間獲得完成該任務所必須的知識？</p>	<p><b>R</b></p> <p>你最後完成任務的情況如何？</p> <p>(順便了解堅韌性)</p> <p>你在這個過程中遇見困難了嗎？</p>

# 你如何評價個人的領導才能？

STAR法則應

用將每件事用STAR四點寫出

將重要的事情做成表格

例：其實以往於大專生活中亦參與過不少課外活動，期間亦擔任過一些領導角色，提供很多機會予個人培養及發揮領導才能，所以個人對完成一項目/目標的時間掌握、根據各隊友的才能分配工作/資源調配、如何帶領隊伍朝著目標/達到共識等有一定掌握，例如有一次...

(S)

副學士一年級學界辯論比賽；

當中共有8支來自不同大專院校隊伍參賽，我們則代表城市大學專上學院參賽；

個人為其組中擔任隊長角色。

(T)

為我們的隊伍達致取得冠軍的目標。

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(A)

- 比賽前，個人需於恒常練習中帶領隊伍熟悉辯論流程，掌握辯論技巧同時；
- 按**10**位組員不同的特點分配賽前準備工作：整理資料，製作時間表、組織小組學習流程，編制訓練題，小組訓練
- 隊中因有**4**位新組員的加入，我需於比賽前**3**個月內與他們作出特訓...（詳細，盡量詳細，包括當中遇到的困難都要回憶起來，自己是怎麼解決的）

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**(R)**

在組員的努力下，我們隊伍於是次學界辯論比賽中獲冠軍；

亦因是次的成功，本人亦得到比賽翌屆之隊伍支持繼續連任辯論小組的隊長一職，以培訓新一屆的學妹及學弟；

以上這個例子中，相信除了隊員各人之投入同時，亦有助我發揮和整合個人領導之能力。

# CBO Technique

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CBO stands for **Challenge, Behaviour and Outcome**. The sequence of the repertoire starts with 3 steps.

# CBO Technique

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- 1) identifying a relevant **challenge you have encountered**;
- 2) pinpointing a **corresponding behaviour** or behaviours that you used to address this challenge;
- 3) summarizing, if possible, a quantifier **outcome resulted from your behaviour.**

**Repertoire** – Demonstrate that I’m a quick learner who can work independently

**Challenge**

When I worked for ABC Ltd, I had to redesign their database to track the success of various marketing strategies and print several types of reports - all in two weeks.

**Behaviour**

I had never used a program like that before so I took the manual home with me for a few nights to study and then took the initiative to find someone in another department who used the programme to help me.

**Outcome**

At the end of the two weeks, I managed to put together the database, helping my manager put together his marketing proposal for the Board of Directors. The Board was impressed by his proposal derived from the analysis of the past successes and eventually approved his five million dollar marketing campaign.



# Describing your skills

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<b><u>Skills</u></b>	<b><u>Interpersonal Skills</u></b>	<b><u>Organisational/ Administrative Skills</u></b>	<b><u>Technical Skills</u></b>
Adaptability Creativity Stamina Self-confidence Perseverance Conscientiousness	Being proactive Being enthusiastic Initiating teamwork Acting assertively Encouraging cooperation Actively listening	Writing Meeting deadlines Decision-making Planning Researching Coordinating Presenting	Accounting Computer programming Typing Budgeting Statistics Quantitative methods e-commerce web design

**Interviewer:** Why should I hire you?

**Candidate:** When I worked as a part-time counter assistant in the Division of Languages and Communication of Community College of City University during my senior year in college, my duties included answering all kinds of inquiries from students and helping teaching and administration staff.

So I had to be good at dealing with different types of people. Sometimes when requests were very challenging, I took the initiative to find information which was not readily available. Through applying active listening skills and patience, together with my resourcefulness, I was usually able to solve most problems or find the right person who could help.

At the end of the semester, my supervisor was very pleased with the quality of my work and our Division achieved very high scores of satisfaction on the students' evaluation of services provided.

# Over to you!

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1. Challenge

2. Behaviour

3. Outcome

The End

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Good luck!!