

積極心態 美好果子

Positive Attitude Leads to Outstanding Performances

校友專訪 / Alumni Feature

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"When encountering difficulties at work, I will also face them in a positive manner"

「心態決定你的高度，學 Organizational Behavior 時提及價值觀影響態度，繼而影響行為，最後影響結果。」不像一般年青人，市場學高級文憑及商業學士畢業的Linda很清楚自己的人生態度：要保持積極心態，從而發展出正面結果。「我不想人生做任何事情也左思右想，最後徒勞無功。」現時Linda感到生活充滿動力，因她的積極態度，已為她帶來多顆美好果子。

"Attitude determines your altitudes. During the lesson of organizational behavior, the teacher mentioned that values can affect one's behavior and change the final result accordingly." Unlike other youngsters, Linda, who is a graduate of the Marketing Programme, has a clear attitude towards her life - Staying positive always! "I want to make things clear, preventing any vain attempts." Linda's passionate and positive attitude has brought her a lot of fruitful results.

保持自學精神

「以前我不會主動進修，但有天老師上課時講到『M型社會』的貧富懸殊情況，要打破就要利用『知識改變命運』的道理。這句說話給我深刻的印象，更提醒我要主動學習課本以外的知識。」現時從事人力資源管理的Linda工餘也不忘進修，她明白現在所學的暫時或許用不上，但也能為將來作裝備。

「有次Director詢問我們該如何處理一個HR難題：分店一位同事本已升為Senior的職位，後來離開了公司，最近公司再次聘請他，但他的新職位卻比以前低，從人事部角度如何可減輕此尷尬情況？我學過Performance Appraisal，就建議提前考核該員工，如果他的評核良好，就可以升職，同事感到被重視外，公司亦有制度去處理事件。」那次上司對Linda留下了良好印象，可見機會總是留給有準備的人。

「剛剛的農曆新年我回鄉探親，問了表弟借國內的人力資源管理書籍，並請教他關於國內HR的問題。」Linda抓緊每個自學的機會，即使假期也不放棄學習，還懂得放眼國內市場。

積極態度 正面行為

HKUE教曉Linda，價值觀影響態度，繼而影響行為，最後影響結果。「工作上曾遇到國內客戶，他們說話好大聲，我覺得他們毫無禮貌。後來細想想，也許國內地方大，需要大聲說話對方才能聽到。明白對方後，我便可以盡心服務他們。」

「遇上任何難題，雖然擔心，但我也會叫自己改變角度去思考。如果我不嘗試，就永遠不會有進步，那麼將來遇到任何問題都不能解決。」Linda寧可忍受壓力也選擇積極面對，因她知道最後換來的，是美好的結果。

願意承擔責任

「在HKUE我也學會承擔責任。」Linda的啟蒙者就是一群以身作則的老師，「老師也有自己的休閒時間、自己的家庭，但每當考試前夕他們都會抽出私人時間替我們補課。」老師們盡責的精神感染了Linda，今天她不僅在小事上盡忠，做小事也很盡責。

「簡單的事情都要做得好。例如我做Filing會好小心，如果做錯，勞工署或Auditor檢查的時候就會影響公司。」

Linda擁有自學的精神，願意積極面對困難，並且對大小事情也盡忠盡責，如此年青已有擁成功人士的特質，相信多顆美好的果子，已在身旁靜待她去採摘了。



參加遊學團時，Linda在上課以外的時間會主動到處遊覽，增廣見聞，比較香港與澳洲在生活文化上的分別。During the study tour, Linda spent most of her leisure time on visiting different places and understanding Australia's culture.



求學時期的Linda已主動爭取不同的機會，訓練自己，例如她曾在HKUE的畢業典禮上擔任司儀。

Linda grasped every chance that could train her up at school, and actively participated in different activities organized by HKUE.

Always Learning

"During lessons, the teacher mentioned that 'Study' is the only solution that can make a breakthrough in the disparity between the rich and the poor in an 'M-Form' Society. I was greatly inspired, and since then I have started to learn proactively, including the knowledge beyond textbooks." Linda, who now works in the Human Resources (HR) field, still furthers studies after work, in order to enhance her knowledge, as she understands so well that the knowledge she has been acquiring till now won't be wasted.

"One day, the HR director brought a question to us, which was about a staff in a branch being offered a position, which was lower than his previous one. This staff used to be a senior officer, but he has left our company for some time and come back to us recently. I remember I did learn about performance appraisal at HKUE, so I suggested accessing his performance again. We could promote him, if the result turned out to be a good one." Linda's supervisor was impressed by her idea. Opportunities always come to those who are ready, so we have to equip ourselves and get prepared anytime.

"I went to visit my cousin in China during Lunar New Year holiday. He works in the HR field as well. So I borrowed books from him and consulted him about China's HR issues." Linda seizes every opportunity to learn and broaden her horizon.

Positive Attitude leads to Positive Behaviors

Values can change a person's attitude and behaviors - this is what Linda has learnt at HKUE. "I have to face different people at work. One day I met some clients from Mainland China. They spoke loudly and I thought they were impolite to me. I then tried to think from their perspective and understood that China is more spacious than Hong Kong, so they had to speak louder in order to be heard. This understanding then made me provide better services to them."

"When encountering difficulties at work, I will also face them in a positive manner. I understand that if I escape today, I can never make progress and improve. I won't be able to solve similar problems in the future." Linda chooses to face difficulties with positive actions, because she knows so well that these are good trainings for her.

Shouldering Responsibility

"I learned to shoulder the responsibility at HKUE" Linda was inspired and enlightened by teachers who set good examples for students. She said: "We all knew that teachers had a busy schedule. However, they would still spend their personal time on arranging make-up classes for us before examination." Teachers' behaviors strongly influenced Linda. Today she is a loyal staff member who always does her duties to the utmost, even if a task seems to be trifling.

"I am very careful at work, even for a simple task like filing. It is because a tiny mistake, such as filing a document into a wrong folder, can damage the company's reputation if this is found during Labor department's annual check-up or annual audit."

Linda is proactive in learning, willing to face difficulties in a positive manner and doing her duties to the utmost. It is not surprising that numerous opportunities have already been waiting for Linda, as she has already adopted the behavioral model of a successful person.