

## **Definitions of core competencies and personal qualities required by employers:**

### **a. Communication Skills**

The ability to :

- communicate in Chinese (Putonghua, Cantonese, written Chinese) and English with clarity of thought and expression
- communicate succinctly, precisely, effectively, confidently, clearly, logically, courteously with good manners, both in oral and in various forms of written and electronic communication
- listen, establish rapport and engage others in dialogue
- write professionally in a business manner
- make effective presentation and speeches

### **b. Analytical Reasoning**

The ability to :

- comprehend, reason and analyze complex verbal and numerical information
- think in a logical, quantitative, orderly and critical manner
- identify underlying assumptions and concerns in appraising situations and problems

### **c. Lateral Thinking**

The ability to :

- think independently and reflectively
- show curiosity, initiative, imagination, vision and creativity
- innovate, when suitable, with originality and to generate new solutions to problems as appropriate to a changing environment
- generalize, synthesize and integrate ideas to form a big picture

### **d. Interpersonal Sensitivity**

The ability to :

- understand the behaviours and motivation of others and respond sensitively

- be friendly and empathetic
- relate well with others from different backgrounds and experience
- be diplomatic and tactful
- persuade, influence and negotiate to achieve results
- discuss issues in a group and work as part of a team
- define goals and objectives
- support/motivate others in reaching them
- influence others through argument and persuasion without having to rely on assertive direction
- maintain good relationship when refusing requests and have the confidence to take firm, sometimes unpopular decisions

#### **e. Practical Orientation**

The ability to :

- conceive issues and problems relevant to practical situations
- respond in a timely and efficient manner
- focus on realistic outcomes in viewing ideas and activities
- follow through projects from design, execution, evaluation to review
- exhibit good judgement, flexibility and common sense to make sound decisions, even when information is incomplete
- see gaps in existing information
- access, broaden, conceive, upgrade and create knowledge
- learn from mistakes
- use knowledge, information and experience in a practical and imaginative manner
- bring theoretical, societal, cultural and ethical considerations to bear in practical situations
- adapt to dramatic changes
- schedule work and to understand relative priorities
- plan, co-ordinate and review the use of multiple resources with particular reference to a changing environment
- process information in a logical/objective manner and arrive at a clear decision
- take balanced risk

**f. Information Technology Proficiency**

The ability to :

- use standard computer software
- adapt to new software
- make use of the Internet to facilitate work and business

**Personal Qualities**

**g. Work Attitude**

- innovation and commitment to achieve success
- capacity to continue to learn from experience and self-management
- open-minded towards changes and ready acceptance of new ideas
- the ability to position for leadership
- a willingness to work hard, and to do extra work, or to take on extra responsibility, if necessary, without additional award
- responsible and serious about work

**h. Emotional stability**

- ability to cope with difficulties and frustration and retain emotional balance
- inclination to take a positive view under adverse situations
- not being subject to continuous anxiety and tension
- ability to deal with situation and hardship in an impersonal constructive and detached manner when required.