

多元文化員工

Multicultural
Employees



建構種族共融的人才培訓 Cultivating Ethnic Inclusion in Talent Development



香港社會服務聯會
The Hong Kong Council of Social Service

「開創新道路，創造新機會」：多元文化人士的貢獻 豐富香港共融職場。

擁有多元文化背景的人，即少數族裔，在 19 世紀以來已在香港建立根基。當中許多人選擇留下來，把這個城市當作自己的家。

《建構種族共融的人才培訓實用手冊》是一項全面而有力的工具，旨在為多元文化員工賦予能力，發揮其潛力並令他們可以在獨特的職業發展中探索。

“Chart New Paths, Create New Opportunities”: Multicultural Employees’ Input Enriches Hong Kong’s Inclusive Work Landscape.

People with multicultural backgrounds, also known as the ethnic minorities, have established roots in Hong Kong since the 19th century. Many among this diverse community have chosen to stay and call this city home.

“A Practical Guide for Cultivating Ethnic Inclusion in Talent Development” is a comprehensive resource designed to empower multicultural employees to unleash their potential and navigate their unique career development.



1

準備 Preparation



第一階段 — 準備 (奠定基礎)

硬件措施：

- 提升語言能力，例如學習基本粵語，以促進在職場上的有效溝通。
- 打造出色並專業的個人形象，例如擁有完善的個人履歷及面試技巧。

軟件措施：

- 學習中華文化，以提高文化理解能力及文化敏感度。

1st Stage – Preparation (Setting the Foundation)

Hardware Enhancements:

- Enhance language skills, such as learning basic Cantonese, to facilitate effective communication in the workplace.
- Develop a strong personal brand with polished CVs and interview skills.

Software Enhancements:

- Cultivate an understanding of Chinese culture to improve cultural competence and cultural sensitivity.



2

培訓 Nurturing



第二階段 — 培訓 (建立關係)

宜：文化及商業價值觀



- 參與促進文化理解和職業發展的計劃。
- 應與共融僱主就家庭或宗教事務主動進行積極溝通。



時間管理

- 守時。
- 在隨機應變的同時，應以最直接高效的方式進行溝通。

多元文化交流

- 工作上有疑問時，應禮貌請教他人，以確保理解正確。
- 遇到困難時，向信任的人傾訴，尋找健康的情緒出口。

忌：時間管理



- 如有特殊情況導致遲到或缺席，應要盡早及提前通知上司及團隊成員。

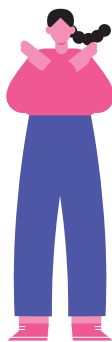


多元文化交流

- 談話時不宜隨意打斷別人；出錯時無需過份自責。
- 不必過於壓抑自己的情緒或擔憂。



與僱主積極溝通
Communicate with
Inclusive Employer



出錯時無需過份自責
Take things personally
when things go wrong



2nd Stage – Nurturing (Building Effective Relationships)

Do's: **Cultural & Business Values:**

- ✔ Engage in programmes that promote cultural understanding and career development.
- Communicate openly with inclusive employers regarding family or religion priorities.

Time Management:

- Maintain punctuality.
- Communicate directly and efficiently while staying adaptable.



Cross-Cultural Communications:

- Always seek clarification and ask questions to ensure understanding.
- Find healthy outlets for emotions such as talking to someone you trust.

Don'ts: **Time Management:**

- ✘ Avoid lateness or giving short notice for absences.

Cross-Cultural Communications:

- Do not interrupt conversations or take feedback personally.
- Avoid suppressing emotions or concerns.



3

增強 Enhancement



第三階段 — 增強 (深化合作)

了解「文化冰山理論」涵蓋的範疇，認識文化的多樣性：

- 溝通風格和模式。
- 禮貌及舉止。
- 決策及解決難題的方法。
- 工作態度。

通過以下方式搭起職場文化隔閡的橋樑：

- 與中間人，例如多元文化導師及職業教練合作。
- 培養成長型思維，隨著時間汲取經驗並在未來取得成功。



3rd Stage – Enhancement (Deepening the Collaboration)

Gain a nuanced understanding of the Cultural Iceberg, recognizing the multifaceted nature of culture through:

- Communication styles and patterns.
- Notions of politeness and manners.
- Decision-making and problem-solving approaches.
- Work attitudes.

Bridge cultural gaps by:

- Collaborating with intermediaries, such as mentors, and career coaches.
- Cultivating a growth mindset, with the belief that abilities can develop over time through effort.

可持續 Sustainability



第四階段 — 可持續 (打造常態)

從微觀生態圈著手：



- 掌握職業發展主動權，主動尋找技能提升及晉升的機會。



- 真誠地將知識和經驗傳遞給同儕。



- 成為多元文化融合大使，推動互相支援及學習，培養鼓勵多元文化共融的社群。

4th Stage – Sustainability (Establishing the Norm)

Building the Micro Ecosystem:



- Take ownership of your career, actively seeking opportunities for skill enhancement and advancement.



- Pass on knowledge and experience to peers with sincerity.



- Become an ambassador for multicultural integration, fostering a supportive and inclusive community that promotes mutual learning and encouragement.



從宏觀生態圈著手：

- 透過與以下群體跨界別合作，縮小不同群體之間的就業差距，合力建設共融社會。



- **大眾**：與少數族裔、本地華人和非華人社群的成員互動，推動多元文化交流。



- **專業界**：與社會服務、教育、醫療保健、零售、餐飲及酒店、公用設施和客戶服務等領域的專業人士聯繫，促使香港華人群體及非華人群體的相互了解。



- **界別**：與非政府組織、社會創新組織、商界及政府合作，創造更廣泛的影響力。

Building the Macro Ecosystem:

- Expand the scope of interventions and narrow the employment gap between cultural groups through collaboration with:



- **People**: Engage with members of ethnic, local Chinese, and other non-Chinese communities.



- **Professions**: Connect with professionals in social services, education, healthcare, retail, F&B, hospitality, public utilities, and customer services etc.



- **Sectors**: Partner with NGOs, social innovation organisations, businesses, and government entities to create a broader impact.





4 可持續 (打造常態)
Sustainability (Establishing the Norm)

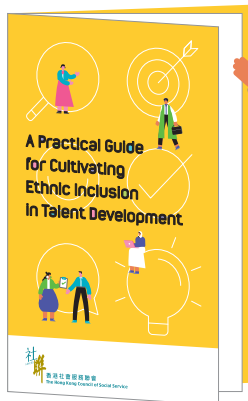
3 增強 (深化合作)
Enhancement (Deepening the Collaboration)

2 培訓 (建立關係)
Nurturing (Building Effective Relationships)

1 準備 (奠定基礎)
Preparation (Setting the Foundation)

了解更多香港社會服務聯會：《**建構種族共融的人才培訓實用手冊**》，2024年。

Read more for The Hong Kong Council of Social Service. (2024). "**A Practical Guide for Cultivating Ethnic Inclusion in Talent Development**".





準備
Preparation

培訓
Nurturing

增強
Enhancement

可持續
Sustainability

香港作為國際大都會，提升自身文化敏感度(即對其他文化和其他文化身份的了解、意識和接受)尤其重要。馬上開始**測試以了解自己對各文化的認識!**

Hong Kong as a cosmopolitan city, it is important for us to enhance our cultural sensitivity (i.e., understanding, awareness, and acceptance of other cultures). Let's begin the **mini quiz game to assess your understanding of various cultures!**



立即測試
Test Now



網址 Website: www.praise.org.hk
電郵 Email: praise@hkcss.org.hk