

NBC Job Interview Tip : Exchange Eye Contact, Firm Handshake



Recently, Chinatown Manpower (CMP) invited 20 NBC employees to volunteer for Comcast Cares Day. They educated 50 CMP students on interview knowledge and said that the interactive American job interview experience really benefited a lot of student learners. NBC employees pointed out that Asians do not engage in exchanging eye contact nor do they have a firm handshake. This particular professional etiquette should be avoided in the US job market.

CMP's senior project director, Dong Yang, said before starting the event, students were worried that they would not communicate well with the volunteers due to language barriers. As the event progresses, everyone was very enthusiastic. The activity enabled them to challenge themselves and they took full advantage of the opportunity to learn and interact with volunteers. [Many of the CMP students are communicating with native English speaking volunteers for the first time at this event, but they were not afraid to interact with them.]

During the event, the two parties first met each other during lunch and then get to know each other through an icebreaker activity. In mock interviews and elevator pitches, the volunteers would first demonstrate how the process works by teaching them the fundamentals of sitting posture, proper handshake and how to ask and answer questions during job interviews. They then divided into 12 groups where each group was led by one volunteer and a CMP staff to be a translator.

The supervisor of the NBC volunteering team, Tracy Kwan, said that the company's annual Comcast Cares Day encourages employees to step out of the office building and interact closely with diverse ethnic minority communities in New York City so they can use their expertise to help out the community. Kwan hopes that Chinese immigrants would build up confidence and break out of their comfort zone.

CMP student, Joyce Ma, came to the US for only 3 months. Before she worked as a lawyer in China, she at first felt lonely and anxious of her visit to the United States. "Although I have learned English for many years in my country, communicating with people in the states still is a problem." After studying in CMP, she not only gained support from language learning, but also gained a deep understanding in American culture. She learned how to adapt to the society and boosted her self-confidence. "There are no age or background restrictions here. I just want to work hard for opportunities." She immediately participated in a few law-related volunteer interviews. Through this event, she learned a lot and felt more confident in taking on her next interview.

NBC employees also pointed out that through this opportunity of working closely with CMP students has taught them to embrace the spirit of learning and hard work.



NBC志工教面試技巧：眼神要交流 握手要有力



人力中心(CMP)日前迎來近20名來自美國國家廣播公司新聞網(NBC)的員工擔任志願者，為50餘名人力中心學員帶來實用的面試技巧、美國文化等互動體驗，學員表示受益良多。NBC員工指出，「亞裔不喜歡進行眼神交流、握手不夠有力度，這些在美國求職場上都是應該避免的。」

人力中心資深項目總監楊棟介紹，活動開始前他們還曾擔心華裔學員會因語言障礙而不敢與志願者交流，但活動中大家都非常積極踴躍，勇於挑戰自己，充分利用這一機會與志願者們進行互動和學習，「學員中很多人都是在這一活動上第一次與以英語為母語的人交流，但他們毫不膽怯。」

活動中，雙方先在一同食用午餐過程中互相認識，然後通過活動氣氛的小遊戲加深相互了解，在模擬面試和模擬自我推銷(pitch)中，志願者們會先向學員展示，告訴他們在過程中的坐姿、握手力度以及問什麼問題及如何回答等，然後分為12個小組、每組配備一名志願者進行演練，還配有一名人力中心員工擔任翻譯。

NBC志願者隊伍負責人關Tracy表示，每年公司會有關愛日(Cares Day)，會鼓勵員工們走出辦公樓，與紐約市多個少數族裔社區進行親密互動，發揮自己的專長為社區做貢獻，作為志願者，他們也同樣收穫良多。她希望華裔新移民們建立信心，勇敢突破自己。

人力中心學員馬Joyce來美才三個月，之前在中國從事律師工作的她，在來美初期備感孤獨和焦慮，「雖然在國內也學了很多年英語，但到這裡來卻連溝通都有問題。」到人力中心學習後，她不僅獲得語言學習的支持，更是多方位學習到美國文化、學習如何融入社會，並增強信心，「在這裡沒有年齡、背景的限制，只要想做且努力，就有機會。」馬上她就要參加幾場法律相關志願者面試，通過本次活動，她收穫良多，對接下來的面試更有信心。

NBC員工也指出，通過這一與華裔社區密切交流的機會，充分感受到華裔新移民求知好學、努力拚搏的精神。