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在工作和生活中化**危機**
Turn **CHANGE**



為**機遇**
into **CHANCE** in Work and Life!

A local Cantonese song in Hong Kong used to sing “Don’t you know the world is ever-changing? Only when you identify the pattern of change will you be able to realize change lead to eternity!” Change comes uninvited in life. It happens inadvertently in different stages of life irrespective of age and gender. Sometimes, it brings challenges, hardship or crisis. Other times, it brings drives for creativity, innovation, modification of work behaviours and intellectual flexibility. An example is the recent Covid-19 that caused worldwide deliberation on the ways business, life, study and work can and cannot be done. The use of online communication apps has been an essential alternative to keep work and life moving on, e.g. Zoom, Canvas, Microsoft Teams, Eventbrite, etc.

No business or employees can remain unchanged in the face of the ever-changing business environment and practices nowadays. So, what is the new “**recruitment codes**” for employers? How should young graduates and workers like you (in reading!) prepare for the ongoing changes and challenges embedded in life and work?

香港有一首耳熟能詳的廣東歌這樣唱：「知否世事常變，變幻原是永恆。」人生充滿變化，不論年齡和性別，變化總會在人生不同階段發生。有時，它會帶來困難或挑戰甚至危機；有時，它帶來創意、革新、工作模式的改變和令思想變得靈活。其中一個例子是2019冠狀病毒病顛覆了全球的商業、生活、學習及工作方式。因此，Zoom、Canvas、Microsoft Teams、Eventbrite等網上交流應用程式逐漸成為維持工作與生活不可或缺的一部份。

面對現今瞬息萬變的商業環境，所有企業或員工都必須順應改變。然而，僱主應如何訂立新的「**招聘守則**」？年輕的畢業生和就業者（正在閱讀的你！）應為生活和工作中不斷發生的變化和挑戰做好怎樣的準備？



Recruitment Codes in the New World Order

Studies reflect that 'The competency to successfully adjust to a changing work context is generally referred to as **"individual adaptability."** It has even been proposed as a third type of job performance evaluation in addition to task and contextual performance' (Griffin, Neal, and Parker, 2007; Tucker, Pleban & Gunther, 2010). So, what are the new "recruitment codes"? Do you see yourself possessing one or some of the new traits the new business world is looking for?

- ☐ Capability to respond to changes, challenges and opportunities positively
- ☐ Strong ability in organisation and coordination; can interact with different parties
- ☐ Self-motivated, strong communications, problem-solving skills, and proactivity
- ☐ Good team player and can work in a diverse work environment

世界新秩序中的招聘規範

研究指出：「能順應不斷變化的工作環境而作出調節的能力，稱為『**個人適應能力**』。」在任務績效和周邊績效以外，個人適應能力開始被視為第三種工作表現的指標（格里芬·尼爾和帕克，2007年；塔克·普萊班和甘瑟，2010年）。那麼，新的「招聘規範」是甚麼？您具備新商業世界正尋找的條件嗎？

- ☐ 能積極應對變化及其帶來的挑戰和機遇
- ☐ 較強的組織協調能力；可以與工作各方互動
- ☐ 有上進心，較強的溝通及解決問題能力，並且態度積極主動
- ☐ 有良好的團隊合作精神，能夠適應工作的多樣性



What possible situations demand "adaptability & flexibility?" 在甚麼情況下需要「適應性和靈活性」？

1 Handling multiple tasks at one time. Test yourself if you can finish three tasks with different talent requirements in an hour with results.
同時處理多項事情。你可以測試自己能否在一小時內完成三項需要不同才能的任務。

2 Adjusting communication styles to different stakeholders. Having the quality of being adaptable, the ability to change and be changed to fit various circumstances.
就著不同持份者去調整溝通方式，順應環境的變更而自我調整。

3 Working around any unexpected changes of circumstances or workload, e.g. changing demand from the clients, delay of supplies or shipment, etc.
靈活解決意料之外的情況或工作量，例如客戶需求上的變更，或供應及運輸上的延遲等。

4 Meeting urgent & multiple deadlines; change your priorities or plans to cope with events and unpredicted long work hours.
在緊急或多個期限前如期完成工作：如有緊急任務或額外的的工作時間，就按緊急性去改變工作計劃。

5 Taking up rotating job roles in the face of unexpected circumstances, e.g. Under Covid-19, hotel staff work in both the back office and the front-line customer service, some physical trainers switch job to be a taxi driver, teachers use Zoom instead of in-class teaching.
面對意外情況，接受工作崗位替補及輪換：因應2019冠狀病毒病，不少人轉型甚至轉行，例如有酒店從業員兼任後台及前線客戶服務，健身教練轉職的士司機，亦有老師將課堂轉以Zoom形式進行網上教學。

6 Taking a flexible approach to handle unforeseen situations is also essential for effective leadership and managing ambiguity and uncertainties.
在前所未見及未知的情況下，要做到成功的領導及順利應對不明確的前景，採取靈活變通的工作及管理模式是相當重要。

Charles Darwin (1864) emphasises the Law of “Survival of the fittest”, while Albert Einstein also remarks “Life is like riding a bicycle. To keep your balance you must keep moving.” Through changes and evolution you will find the road to success! In human resource development (HRD), employees turn their “KSA” into human talents for the achievement of business goals and objectives. Where nowadays employers are looking more on employees’ Attitude and their intellectual flexibility for change on creativity, innovation and readiness to accept CHANGE! It’s time to rethink shall “A” come first before KS and rewrite the phrase as ASK nowadays. ASK for change and don’t wait till you are asked to, as this time it may not come when you expect it! [Note: A stands for Attitude, K: stands for Knowledge, S stands for Skills] (Campion, 2011)

When you are young, open your experience and you will find more things to hold on to enjoy in each segment of life-and-work. This “HAPPY” approach may open your experience and help you further drive another hundred miles:

Head for new ideas: constantly show a willingness to learn new methods, procedures, or techniques.

尋求新思維：積極學習新方法、程序及技巧。

Able to handle changes: adapt to change and new ways of working quickly and easily; make suggestions for more effective changes.

靈活變通：適應變化、快捷及有效率的工作方式；就著改變去提出建議。

Positive mindset: where there is a will, there is a way. There are always more solutions than problems!

正面思考：有志者事竟成，辦法總比困難多！

Proactivity: shift your priorities in response to the demands of a situation. Opportunities belong to people who work with full preparation!

主動參與：安排工作的緩急先後，機會是留給有準備的人。

Yes, I can! Look for positive ways to make it work, say “yes” rather than “no” as a first habitual response.

「我可以！」的精神：尋找正面的解決問題方法，習慣說「我可以」而不說「我不能」。

Adaptability requires flexibility and courage to take up challenges in meeting changes in life-and-work. A Chinese idiom used to say “If the mountain does not wind, the road winds; if the roads do not wind, man winds.” Remember! Where there’s a will, there’s a way! In the Book of Changes (Yi Jing), it promotes the cyclic philosophy of “Change & Easiness.” When you find a way to alter and to deal with changes or even crisis in life, you will be able to lead an easy and manageable life eventually. Take the “HAPPY” approach home with you, study well and keep on practising it! 🌟

具備適應能力亦需要靈活性及迎難而上的勇氣。俗語有云：「山不轉，路轉；路不轉，人轉」。要記住，有志者事竟成。《易經》倡導了變易之「易」[jik6]和容易之「易」[ji6]相互循環的哲學。當你找到如何應對生活的變化甚至危機時，你亦能過上輕鬆且易於管理的生活。就此將「HAPPY」的法則帶回家，好好學習並繼續練習吧！🌟

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Ms. Irene Chung

is an experienced Human Resource Management practitioner, corporate trainer & consultant. She has over 10 years part-time teaching experience in degree & postgraduate study programmes, including MBA of overseas universities. She is a former Cambridge Management Award External Examiner, and a professional member of Hong Kong Institute of Human Resource Management. She is the coach of “The Best Presenter” and “The Champion Team” in the HKACCA Hong Kong Business Competition and Innovative Business Awards in Hong Kong.

鍾愛蓮女士

是一名富有企業管理和人力資源管理經驗的企業培訓師和課程發展顧問，擁有超過10年兼任教授學位和研究生課程經驗（包括海外大學MBA）。她曾任劍橋大學（海外）企業管理課程評審員，現職碩士生導師，為香港人力資源管理學會專業會員。她亦是HKACCA商業策劃大比拼以及創新商業獎「大專組冠軍」及「最佳表現獎」得獎者的導師。





Do People Prefer Autonomy?

人屬意自主嗎？

Dating back to 1985, the theory of self-determination, created by Deci and Ryan, posited autonomy as one of the three innate needs of human beings, as we always want to master our own work agenda and direction. It is supposed workers nowadays, with much more sophisticated hardware and software enabling independent working, should be more individualised.

Many researchers from 1985 to now also supported the appreciation of job autonomy by white collar workers. However, it was often found in my previous teaching years that students occasionally changed their view and turned to a guided path down the road of learning. It was interesting to find that students in more recent years, who were more tech savvy than their counterparts ten or fifteen years before, showed more preferences for a framed research approach.

自我決定論於1985年由心理學及社會科學教授愛德華·戴瑟·德西和臨床心理學家李察·賴恩提出。他們將自主視為人類三大先天需求之一，而我們一直希望掌握自己的工作議程和方向，正是自主的表現。在現今社會，工作上的軟硬件發展漸趨成熟及細膩，正好打造獨立的工作環境讓員工更自主地工作。

從1985年至今，許多研究人員都提出白領階級較鍾情工作上有自主性。可是，從我的教學經驗之中卻觀察到，學生偶爾會改變看法，傾向尋求有指引性的學習路向。有趣的是，雖然近年的學生比十至十五年前的同齡學生更精通電子科技，但他們卻更屬意框架式的研究方法。

Autonomy and Independent Working

Many confuse the meaning of autonomy and independent working. The two actually refer to different concepts. One can define his own work on a free will, based on his value and beliefs (autonomy) but still need the input from others to deliver outcomes.

On the other hand, some may prefer to have a clearly defined scope of objectives and accomplish the task without any interference (work independently). Key elements in independent working include self-awareness, resilience and discipline, as minimal supervision is incurred.

These are also the prerequisites of autonomy. What is more important for autonomy is higher level planning, including but not limited to reviewing and discussing the situational variables and setting up meaningful objectives. Within a volatile environment, autonomy is badly needed by management.



Reboot Your Imagination!

The popularity of tertiary education has supplied managers with solid hard skills and they are familiar with working independently. However, the well-structured organisation, thanks to the standardised management platform offered by the global software providers, may suffocate the creativity of middle management in large corporations.

It brings about a new meaning of postgraduate study – to reboot the curiosity in knowledge. The dissertation for example is a self-directed research project. It was considered by many the biggest challenge in MBA study. When I met my students in graduation ceremony, they were all proud of getting through this component, which they found it painful to start with at the beginning! 🌟

Author's Profile 作者簡介

Dr. Francis Leung

Francis runs a sole agency representing the world's largest air-conditioner manufacturer in Hong Kong, and has been awarded twice Best Market Performance award by the principal. Prior to establishing his own venture, Francis has over 15 years senior management experiences in a listed consumer electronics manufacturer, a renowned retail chain store and regional distribution businesses. Francis has delivered modules for several degree and master programmes in various tertiary education bodies and universities for more than 10 years. He was presented the Best Teacher Award by University of Sunderland in Hong Kong in 2019.



自主和獨立工作

許多人混淆了自主和獨立工作的含義，而兩者實際上的概念是不同的。前者可以根據自己的價值觀和信念（自主性），以自由的意志工作，但仍需要他人的協助才能造出成果。

而後者則希望擁有明確定義的工作範圍和目標，並在沒有任何干擾的情況下完成任務（獨立工作）。由於不受嚴格監督，自我意識、應變能力和紀律性就成為獨立工作的關鍵要素。

而有自主性的前提，是能夠獨立工作。對於自治來說，更重要的是更高級別的工作策劃，包括檢視及討論環境變數，以及設立有價值的工作目標。在動蕩的環境中，自治對有效的管理是舉足輕重的。

重新激發你的想像力！

高等教育的普及為管理人員提供了穩固的硬技能，使他們熟習獨立工作。但是，隨著愈來愈多有組織的大型企業趨向使用由全球軟件供應商提供的標準化管理平台，反而可能阻礙了中層管理人員的想像力。

研究生學習由此誕生了新的意義——去重新激發人們對知識的好奇心。例如，畢業論文是一個自我導向的研究項目，許多人將其視為工商管理碩士課程中最大的挑戰。當我在畢業典禮上遇到我的學生時，他們都反映剛開始準備論文時很痛苦，而最後卻為跨過了這一個難關而感到自豪！ 🌟

梁世耀博士

梁世耀博士（Francis）創辦並管理自己的代理公司，為全球最大空調製造商提供獨家代理，並兩次獲委託人授予最佳市場表現獎。梁博士於建立自己的企業前，就任在香港上市的著名消費電子產品製造商，在零售連鎖及區域分銷業務範疇擁有超過15年的高級管理經驗。梁博士有10年以上教學經驗，於不同高等教育機構和大學提供多個學位和碩士學位課程內容。英國新特蘭大學香港分校於2019年向梁博士頒發最佳教師獎。



80/20 Rule – Definition and Application in Life and Study

80/20定律 - 生活與學習中的定義與應用

Most people have heard about the 80/20 Rule. Though, how many of them truly understand what it is and, how to apply it in their life effectively?

The 80/20 Rule is also called the “Pareto Principle”. It was named after its founder, the Italian economist Vilfredo Pareto, back in 1895. It is a rule that is old yet still relevant nowadays. The rule explains that people in society can be divided into two groups – the top 20% “vital few” and the bottom 80% “trivial many”, i.e. 20% of people will account for 80% of the money and the influence in society.

The world is changing swiftly. You might ask: how to apply this rule in an ever-changing environment? First, you must consider the below:

You often see people who appear to be busy all day long but seem to achieve very little.

Why? It is because they are busy working on tasks that are of low value.

Remember, before you start working, always ask yourself, “Is this the most valuable task?”

To apply the 80/20 Rule, you must ask: “Is this task in the top 20% of your activities or in the bottom 80%?”

Apply the 80/20 Rule in Life and Study

First, you must identify your 80/20 goals. There are many goals in life and every single goal needs time and effort to achieve it. So, you must think about what are the 20% goals you really want, and really matter to you? It means that 20% of your goals will give you 80% of total happiness when achieved.

After you identify the 20% goals, secondly, identify your 80/20 path. There are four possible paths:

1. Low effort, low reward,
2. High effort, low reward,
3. High effort, high reward,
4. Low effort, high reward.

With the above paths, stop for a while and think about which one is the best. If your answer is no. 4 - YES, this is the simplest path to achieve maximum results. Let's take an example. You are a student and you want to get a good result and what you must do is to think about the 4 possible paths:

1. Low effort, low reward – study at the last minute.
2. High effort, low reward – attend all lectures but don't pay attention. Plan study timetable but not focus when studying.
3. High effort, high reward – attend all lectures and pay attention. Stick to study timetable and memorise the answers.
4. Low effort, high reward – attend key lectures and understand the key principles of the topics. Identify essential questions that will be tested by examining trends in past papers and discussing with lecturers.

Think about how the 80/20 rule can transform your life especially if you are interested in getting “maximum results with minimal effort” and “less is more”. Hope this article assists you in your life, study and work effectively and efficiently. ✨



大多數人都聽說過80/20定律。但是，有多少人真正了解它是什麼，以及如何有效地將其應用到生活中？

80/20法則也稱為「帕累托原理」。它是以其創始人意大利經濟學家維爾弗雷多·帕累托 (Vilfredo Pareto) 的名字於1895年命名。這是一條古老但依然與時並進和相關的定律。該定律指出，社會中的人們可以分為兩類：頂端20%「重要的少數」和末端80%「不重要的多數」——例如社會上20%的人佔了80%的金錢和影響力。

世界變化迅速。你可能會問：如何在不斷變化的環境中應用此定律？首先，你必須考慮以下幾點：

你經常會看到人們似乎整天都很忙，但工作成效似乎不大。

為什麼？因為他們忙於處理低價值的工作。

請記住，在開始工作之前，經常問自己：這是否最有價值的任務？

要應用到80/20定律，你必須反思：此任務是屬於你正在做的事的頂端20%，還是末端80%？

在生活 and 學習中應用80/20定律

首先，你必須確定自己的80/20目標。生活中有許多目標，每個目標都需要時間和精力才能實現。因此，你必須考慮自己真正想要的20%目標是甚麼，對你來說真的很重要嗎？這意味著你20%的目標將會帶給你80%的幸福感。



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holds a Doctorial degree in Ethical Marketing, three Master's degrees majoring in Event & Festival Management, Training and Human Resources Management, and Marketing. She also has a Postgraduate Diploma in Education with University of Hong Kong. Prior to becoming an educator, she processed substantial work experience in the education industry, the retail industry, and the property industry.

崔少妙博士

持有工商管理博士學位，專注於道德行銷研究；並擁有三個碩士學位，分別專注於項目和節日管理、培訓與人力資源管理及市場營銷，以及香港大學的教育學研究生文憑。她現職大學講師及論文導師，亦於不同行業，例如教育、零售和物業等，均累積了豐富的經驗。

確定20%的目標後，其次，是確定你自己的80/20路徑。這裡有兩種可能的途徑。它們是：

1. 少付出，低回報，
2. 多付出，低回報，
3. 多付出，高回報，
4. 少付出，高回報。

透過以上路徑，停一會兒後想想哪一個是最好的。如果你的答案是4，是的，這是獲得最多回報的最簡單途徑。舉個例子，你是一名學生並想要獲得良好的成績，而你必須做的就是思考以下4種可能的途徑：

1. 少付出，低回報 – 在最後一分鐘學習。
2. 多付出，低回報 – 參加所有課堂，但不留心。計劃溫習時間表，但溫習時不集中。
3. 多付出，高回報 – 參加所有課堂並集中精神。緊貼溫習時間表並記住答案。
4. 少付出，高回報 – 參加重要課堂並了解主題的重點。通過檢查過去考卷的趨勢並與老師討論，確定高比率的考試題目。

想一下80/20定律可以如何改變你的生活，特別是如果你有興趣「用最少的付出，去得到最大的回報」和「少即是多」。希望本文對你的生活、學習和工作能有所幫助。🍀



For her Degree Show work, Fashion, Design and Production student Megan Robinson designed a range of streetwear for men, aimed specifically at Newcastle United fans. The 22 year old, from Rowlands Gill, Gateshead, noticed there was a gap in the market for up-to-date fashion wear for football fans. Megan said, "Both my brother and dad are NUFC fans. I created six outfits which were made up of jackets, hoodies, long shorts etc, for an Autumn/Winter collection. I've loved my time at University and feel prepared to go into the job market with confidence following my three years. Ultimately, I would like to become a full-time menswear designer."

22歲，來自格士黑德的時裝、設計及生產專業學生Megan Robinson設計了一系列迎合紐卡素球迷品味的男士街頭服飾。她注意到球迷時裝有市場空間，因而有了誕生作品的概念。她說：「我的兄弟和父親都是紐卡素的球迷。我的秋/冬季系列有六款造型，包括外套、連帽衛衣、長身短褲等。我很享受於新特蘭大學的時間。這三年給予我信心去準備投入職場。我想未來成為一名全職男裝設計師。」



University Degree Shows 2020

From Heartbreak to Football and Beekeeping

新特蘭大學學士藝術展2020：從心碎到足球和養蜂

The 2020 University of Sunderland Degree Shows see students from a range of backgrounds displaying their work on a new platform from today. With the impact of coronavirus shutting down galleries and venues across the world, the artists have used their initiative to create a catalogue of cutting-edge work.

在2020年度的新特蘭大學學士藝術展中，來自不同背景的學生利用了嶄新的平台去展示他們的作品。隨著2019冠狀病毒病的影響，全球各地的畫廊和場地亦要暫時關閉。在此情況下，今屆的藝術家結集了他們的藝術主張，創造了一系列破格前衛的作品。



Andreas Irakleous, 24, who is originally from Cyprus, has been studying Animation and Games Art at the University for the past three years. For his final piece, Andreas created a mini game library with the aim of bringing together up to four gamers at any one time. He said, "Players can take part on dodgeball and archery, we even created a mini-golf island. I'm a gamer myself, so I really wanted to create something unique. I picked to come to Sunderland because of the programme they offered. I also wanted to be in an environment away from London, somewhere less chaotic. My plan is to stay and work in the UK."

24歲的Andreas Irakleous來自塞浦路斯，在新特蘭大學就讀了三年的動畫和遊戲藝術設計。在其畢業作品中，Andreas設計了一個可以讓四個玩家同時參與的迷你遊戲庫。他說：「玩家可以選擇參加閃避球或箭術，我們甚至創造了一個迷你哥爾夫球島。我本身亦是一個遊戲迷，因此我真的很想創造一些獨一無二的遊戲。新特蘭大學提供的課程是我選擇入讀這裡的原因。同時我亦希望在倫敦以外較清幽的環境讀書。未來我計劃留在英國工作。」



Rachel Davison-Emmot, from Marley Pots in Sunderland, has been studying Fine Art. The 23 year old has been combining a passion for beekeeping with her love of art to create her final year piece. Rachel said, "I'd wanted to be a beekeeper since I was 15 - I actually wanted a duck, so the bees were a compromise. I keep them in my back garden and I'm fascinated by them, and the way they communicate with each other, as they have their own special language." The photographs that make up Rachel's Degree Show work reflect this unique species and demonstrate how they work together to create something special. Rachel added, "My dream is to make a career out of beekeeping."

來自新特蘭·23歲的學生Rachel Davison-Emmot所創作的畢業作品揉合了她對養蜂及藝術的熱情。她說：「我自15歲就想當一名養蜂人。我會在後花園養蜂，觀察牠們的交流方式，及牠們自己擁有的特殊語言，這些都使我著迷。」Rachel展出的照片都反映了蜂的獨特，以及牠們如何合作去創造奇妙的事物。「我的夢想是從養蜂中發展出自己的仕途。」



Illustrator Muthiur Miah is hoping his collection of work looking at the theme of Islam will impress audiences. The 23 year old from Blyth has created an illustrated book, as well as a number of images which depict his feeling, hopes and messages. Muthiur said, "I wanted to do something personal, something which reflects a subject that is important to me. Thanks to the University and the Illustration and Design programme I have learned a lot about myself as an artist. Getting the opportunity to put together a book of my own illustrations has really made me consider a possible career in book publishing."

插畫家Muthiur Miah希望以伊斯蘭主題的作品為觀眾留下深刻印象。現年23歲，來自布萊思的Muthiur以插圖集去描繪他的感情、希望和訊息。他說：「我希望做一個對我來說很個人、很重要的議題。我在新特蘭大學及其插畫和設計課程中，得到了很多身為藝術家的自我啟發。經過今次製作一本屬於自己的書後，令我認真的考慮往後的仕途要向出版界進發。」

Simon Green's Degree Show photography exhibition heartbreakingly captures the final 20 days of his beloved wife's life. When the 47 year old Photography, Video and Digital Imaging student began documenting his wife Suzanna's cancer battle, he did not realise how devastating her diagnosis would be.

His final work – entitled 20 Days – captures Suzanna's struggle and the final days of her life. "I was in the second year of my programme when Suzanna, who was 46 at the time, was diagnosed with stomach cancer. I started taking photographs of her, never thinking that it would end the way it did. There was just 20 days between her initial diagnosis and her death. I felt it was important that I used this as my Degree Show piece, as I think it's important that we open a dialogue about grieving and death."

"The University has been incredibly supportive and the help I've received – from Well-being to Student Services to Financial Services – has been phenomenal. I feel stronger than I have done in a while and ready to move on."

就讀攝影、影像及數碼影像處理的47歲學生Simon Green展出了令人心碎的相片集「20 Days」去記錄太太生命中最後的20天。

他說：「在課程的第二年，我太太患上胃癌。從此我為她攝影，卻從沒想過結局會如此。由確診到她的離開，前後只有二十天。我覺得以此作品去參展，去展開一個關於哀悼與死亡的對話，是很重要的事。」

「由心靈健康、學生事務到財政事務，新特蘭大學都給予我無窮的支持及幫助。我覺得自己比前陣子強大，已經準備好繼續走下去了。」

Graphic Design student Jamie Walton, 25, from Middlesbrough, has turned his passion for tea into his Degree Show piece. Working with fellow students Marta Brito and Mateusz Janas, the team came up with the concept of creating a 'tea museum' looking into all different aspects of the UK's favourite drink. Jamie said, "We looked at tea from every angle, and I examined the history and culture surrounding the drink." The team created images and models of what the museum would look like as part of their final submission. Jamie added, "University life has been great and I would like to go on and open my own design agency."

今年25歲，來自米杜士堡的圖像設計學生Jamie Walton將對茶的熱情幻化成他的畢業作品。Jamie與同學Marta Brito和Mateusz Janas合作，以「茶館」的概念去探討茶這個英國最有人氣的飲料，並創作了一系列圖像及模型去表現茶館的外觀。他介紹說：「我們從不同角度去看茶，同時我亦有研究茶的歷史和文化。」他補充：「我過了很美好的大學生涯，未來希望可以創辦屬於自己的設計公司。」



Iona Stock, 21, has been studying Glass and Ceramics at the University. She said, "I came to Sunderland because it had both glass and ceramics, small class sizes, more tutors and taught time, as well as a close-knit community. My work is informed by neuroplasticity - the brain's ability to transform by reacting to situations and experiences. After graduation, I will be working with artists Joanna Howells and Richard Heeley. I will also be going travelling around the world stopping by universities to research into master courses."

21歲的Iona Stock是新特蘭大學的玻璃和陶瓷製作學生。她說：「我選擇到新特蘭讀書是因為它同時有玻璃及陶瓷課程。而且課程實行小班教學，所以師生比例低，教學質素亦較高，當中從課堂中建立更緊密的群體關係。我的作品靈感來自神經可塑性——大腦會通過對環境與經驗做出反應，形成新的神經路徑。畢業後，我將與藝術家Joanna Howells和Richard Heeley合作及打算周遊列國去探訪不同的大學去研究攻讀碩士學位。」



Business English

Avoiding Blame



In the world of business, we would all like to imagine that things go according to plan not only regularly, but all the time. In reality though, we all know this is simply not possible and as a result, we have to get used to dealing with results that are less than optimal.

Whether it be an accident at work, or a late shipment, there are a plethora of ways for things to go wrong. After these outcomes though, usually the blame game is immediately applied, many times unfairly. Sometimes, the individuals or the cause of any such misfortunes must be properly identified and dealt with to lighten the possibility of errors in the future.

One common issue is how to avoid blaming people directly. It is very harsh sounding and some want to avoid this. If you are in that situation, there is one way to do this. We are talking about the passive voice.

Simply put, passive voice is when the focus is on the object, instead of the subject. Some examples below can demonstrate clearly.

The man opens the door.

Subject – man
Verb – opens
Object – door

In this sentence, the man is getting the attention as he comes first. In psychology, people are naturally attracted to things that come first and in language, it is no different. In English, about 98% of spoken English is in active voice, just like the sentence above.

Now, let's make it passive voice.

The door is opened by the man.

Object – door
Verb – opened
Subject – man

The only difference is the focus is now on the door which makes it seem more important. However, all the information is exactly the same. So how does this actually assist in avoiding blame? Let's take a look at a few examples and it should become obvious.

Jim caused the accident.

This sentence is quite clear cut about who caused the accident and Jim is at the forefront of the mind. However, with passive voice, it can be used to avoid blame.

The accident was caused.

Notice in this sentence, the focus is now on the accident and no longer the person. In addition, passive voice also has the nice option of dropping the subject, or the person or thing that does the action, causing Jim to disappear entirely.

For the grammar part, make sure to use:

form of "to be" + past participle = passive voice

Look at a few more examples to see the difference passive voice can make.

- (active) Timothy left the door open and the thieves were able to steal the wood from the yard.
(passive) The door was left open and the thieves were able to steal the wood from the yard.
- (active) ABC company destroyed the transportation route.
(passive) The transportation route was destroyed.
- (active) Kimmy didn't clean the sink.
(passive) The sink was not cleaned.

So whenever there is some blame to be assigned, and you want to avoid it, you can do so by applying passive voice. 🍷



HKDSE English

Introducing Opinions

English
Learning

In the DSE exam, especially in the speaking and writing portions of the exam, it is commonplace for the test candidate to be in a position to introduce their own opinion. As a result, it is essential to have various and diverse ways of introducing ideas.

Now, in most instances, students revert to what is basic, simple and easy. That means, using the two worst words when expressing an idea, “I think.”

In reality, there are many choices to express your thoughts and beliefs so alternatives to “I think” would certainly be something that you as a test taker, must know.

Alternatives:

(Personal)

I believe
In my opinion
I am of the belief
For me
Personally

(Impersonal)

It could be argued
It is often believed
It has been claimed

Take a look at these questions and see the responses.

Q: What are 3 problems that faces Hong Kong?

A1: I think Hong Kong has many problems. One is air pollution, second is a lack of affordable housing, and third is government corruption.

A2: In my opinion, Hong Kong has quite a few issues. The first would be air pollution. After that, there is an inadequate amount of affordable places to live. Lastly, would be corruption inside the government.

A3: It could be argued, Hong Kong has a few concerns that need to be addressed such as air pollution, an insufficient number of apartments for citizens and finally state corruption.

The **A1** response is very basic and is probably one of the simplest ways to answer the question. This in turn though, would end in a very low score.

A2 is a personal opinion and is a good response as it uses good sequencing words and also paraphrases the question with unique vocabulary. This would be a great way to answer the question.

A3 is done in an impersonal fashion and is a good response as it uses “such as” for listing and paraphrases the question. This would be a way to get a high mark.

If the question is asked in a personal fashion, it is better to use a personal way of answering the question. If the question is asked in an impersonal fashion or in a general sense, it is better to use an impersonal way of answering the question.

Q: Why do you think so many of the youth are overweight nowadays?

A2: Personally, most of the youngsters are fat due to many reasons, primarily because of fast food culture and a lack of exercise.

A3: It could be argued that many juveniles are obese and this phenomenon is mostly contributed to by the constant ingestion of overly processed foods, and all the while the avoidance of physical activity has really inflated this situation.

For response **A2**, this would be a better response as the question is a personal way of asking. It also paraphrases and uses good vocabulary. This would be a great way to respond.

For response **A3**, this is a good way of responding though it is done in an impersonal fashion. It may be important to clarify later that it is also your personal opinion. It has good vocabulary and is a good response.

So, in writing and in speaking, instead of using “I think” is critical to your DSE success. Use the alternatives every chance you have as there are many opportunities to introduce and express your ideas and thoughts. 🌟



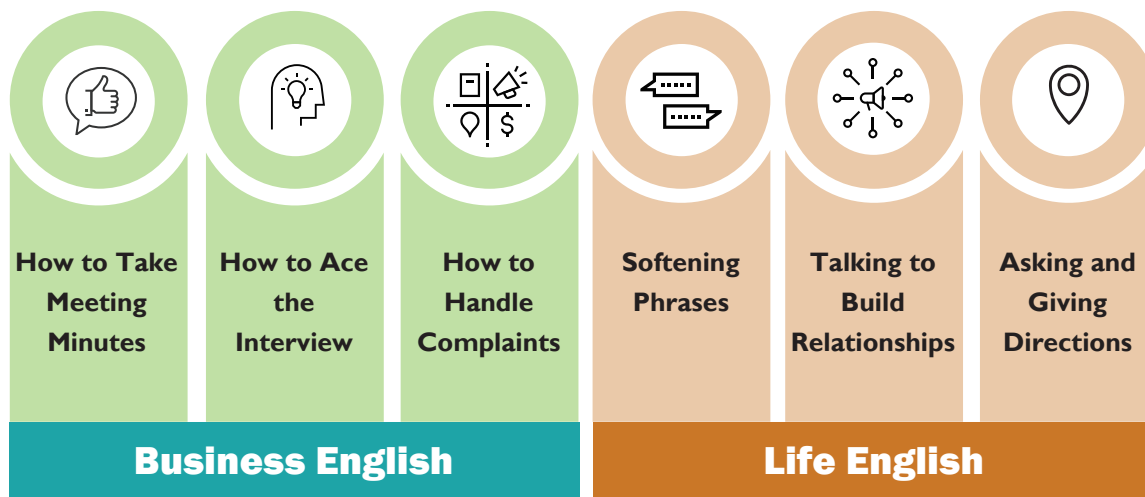
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Born in Canada, I've taught English for the last seven years in Hong Kong in-person and online. I currently have an IG following of over 5000 followers, and also do streams teaching English to students. In addition, I taught a lot in regards to TOEIC, the HKDSE, and IELTS.



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