



## Gemini April Newsletter



It may not have escaped your notice that recent articles in the press have discussed the 'issues' of Hong Kong employers being some of the toughest in Asia, with some 68% of employers expecting their staff to be available on annual leave or work after contracted hours, compared to 45% in Singapore, 22% in Australia and 20% in New Zealand (source SCMP). For those new entrants to the employment market from abroad or from local graduates entering their first job, the shock of the lack of work-life-balance can be a hard one to take. Burnout and the possibility of an unhappy employee becoming toxic to the work environment is not unheard of, yet this has been very much a Hong Kong way of life for longer than this current survey would suggest.

Long work hours and high expectations have maintained the competitiveness of most of the developed Asian countries, and although not healthy, there are certain things that can be done to make the burden of apparent no work life balance more tolerable by viewing it as work-life integration. If the idea of work life balance implies that the two concepts are actually separate parts of someone's existence, then work-life integration is about seeing work as a part of improving one's overall quality of life. There is now a distinct blurring between the notion of work and leisure. And if people see their work as an important, rewarding and enjoyable part of their lives who says they cannot spend 60 hours a week doing it?

One area that Gemini is engaging with clients to help them understand staff needs and expectations better is the formation of our new Human Resource Consulting Division, which now offers a range of services to help human resource departments and frontline managers better match staff and candidate skills to the job function they are going to do.

Please read more on our new services below, and by all means take part in a free trial assessment.

Callan Anderson  
Group General Manager  
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## Gemini Psychometric Assessments - Free Client Test Trial

In today's highly competitive job market, competing for top talents can be extremely costly, as can bad hiring decisions that delay the immediate benefits new hires should have on your business.

Identifying hidden talents and making well-informed decisions on whom to hire or who to develop in your organization could provide a definite edge over your competitors. At Gemini, not only do we provide you qualified and experienced candidates, but we can also offer scientific psychometric reports which match an individual's preference to your organisation's specific soft skill requirements.

Gemini now offer a complete service from the recruitment of staff to the selection and development of new and existing personnel needs.



To help our clients better understand the value of such assessment techniques, we are offering 25 free assessments (one per client) that will give individual competencies against job functions.

To benefit from this trial, please email or call Alvin Low-Thue on [alvinl@gemini.com.hk](mailto:alvinl@gemini.com.hk) or call 3552 9189 - further details on this assessment are noted below:-

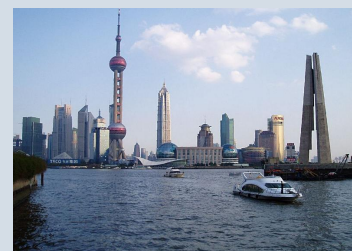
### Gemini Competency Assessment

Our highly versatile system reviews 130 work competencies by means of 190 work-related multiple-choice questions which are derived from our work with clients over the last decade. It typically takes 20 minutes to complete the questions. The answers given then allow the generation of detailed competence and personality information, with an emphasis on straightforward, jargon free reports.

### Gemini Regional News

JM Gemini

#### [The Year of Resurgence for the Executive Search Industry](#)



#### Gemini Personnel Thailand

#### [Thai Jobseekers Prove Themselves as a Mobile Group](#)



#### Gemini Singapore

#### [Online Networking can be Harmful to Workplace Relationships](#)



### Need Staff?

- 130 competencies reviewed in a single assessment tool
- Valid for all levels of seniority
- Future proof - you can assess the jobs of tomorrow
- Jargon free reports
- Truly business orientated
- Short, modular training

Any job role can be profiled and normed by the selection of a set of competencies from the directory of 130. An employer can, therefore, profile a candidate against several possible job roles simultaneously.

Central to the appeal of Assessor is the way it has been designed to meet the specific needs of different industry sectors/organisations by allowing users readily to tailor job profiles and biographic questions to individual requirements.

Number of Questions 190  
Typical completion time 20 minutes

## The One Interview Question you Need to Ask to Weed Out Bad Apples..



We're surrounded by people passing the buck, and as hard as it is to listen to our leaders and heroes grasp for someone to blame, it is even more infuriating when an employee, someone on your payroll plays the victim card.

You know the scenario. When something goes wrong, he immediately looks for something or somebody else to blame. She whines about how unreasonable the customer was. He blames his tools instead of looking in the mirror. She throws her team under the bus before she owns up to her mistake.

In a business, you need people who are going to own up to mistakes, learn from them, and get on with their jobs. The last thing you need is Teflon Terry spending half his time covering up his mistakes and turning your employees against each other.

So what is this magical question?

***"Tell me about the last time you made a mistake."***

There are a number of possible responses to this question. Some are acceptable; others signal "victim." Here's what to watch out for:

**The victim:** Certifiable victims will be paralyzed by the question. They have been so programmed to deflect blame to others for their screw-ups that their system will



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## Thought for the month

*The man who smiles when things go wrong has thought of someone to blame it on.*

*Robert Bloch*

overload as they search for a way to answer. They'll fidget in their chair, request that you re-ask the question, and finally "admit" that they can't actually remember the last time they made a mistake.

**The victim-in-disguise:** Some people will tell you about a mistake they made but then start to justify their actions. For example, they may say something like "Last Tuesday I shipped a customer's order to the wrong address... I mean, I guess it was my mistake, but the guy in sales had scribbled the customer name so illegibly that it was hard to read his writing."

Exercise caution before hiring a person who gives you a half-answer. Once on your payroll, this person will be quietly sizing up the most vulnerable people on your team to blame as easy ways to deflect criticism. If you get a half-answer from a candidate but you're still not sure he or she has a full-blown case of victimitus, you can qualify the question further by stopping the interviewee mid sentence and saying, "I'm not looking for an example that had mitigating circumstances. I want you to tell me about a time when you made a mistake where you were 100 percent in the wrong."

If the person still thrashes around, justifying his or her response, run, don't walk, away from this person.

**The safe responder:** Some people will offer a safe answer, a benign mistake made in their personal life. For example, you might have someone answer with something like, "Yesterday, I was baking a cake at home, and I added a tablespoon of salt when the recipe called for teaspoon - the cake came out a disaster."

They are admitting a mistake, taking full ownership and not blaming others, which is good. However, they lose a couple of points in my book for not reaching for a work-related example. Nevertheless, they answered the question honestly and would pass my test.

**The leader:** I love it when someone comes up with a work-related example and describes the situation, the decision made, and the reason it was a mistake in hindsight. They accept 100 percent accountability and do not reach for excuses or anyone else to blame.

I almost always hire these people. To me, they are exhibiting the essence of leadership.

BNET April 2011

## Gemini Monthly Salary Survey



Every month Gemini compile the most up-to-date and accurate salary trend statistics on the local Hong Kong and regional job market.

[Hong Kong Salary Survey](#)

[China Salary Survey](#)

[Thailand Salary Survey](#)



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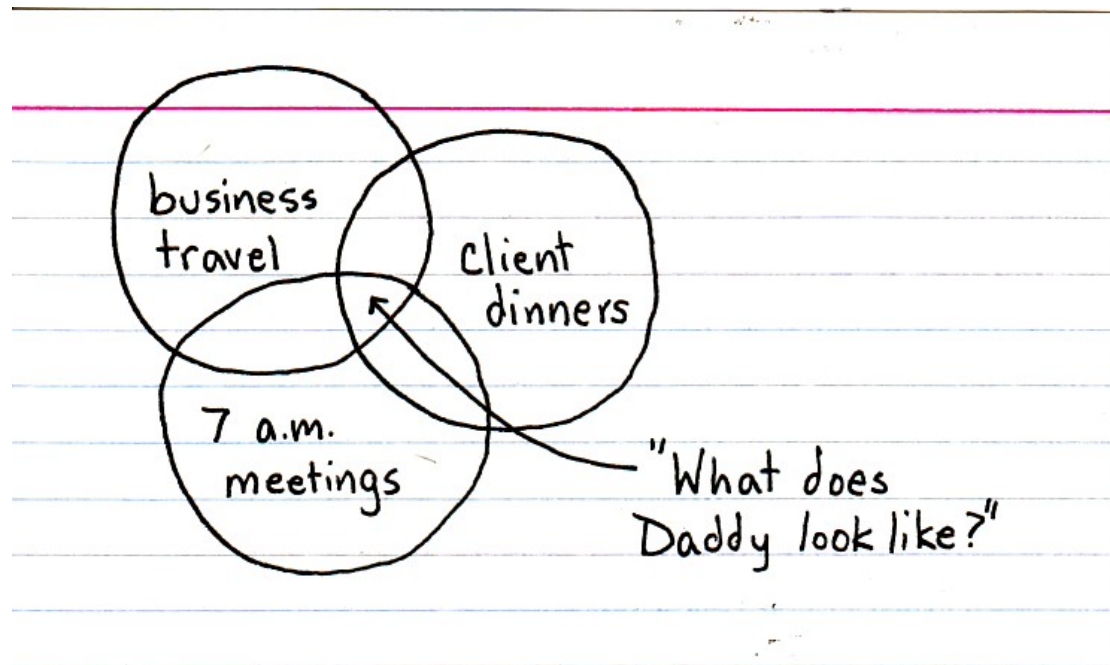
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## A touch of humour...



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