

SESSION 2010

BREVET DE TECHNICIEN SUPERIEUR

ASSISTANT DE MANAGER

U.22 - EXPRESSION ET CULTURE

ANGLAIS LVB

Durée : 2 heures

Coefficient : 1

L'utilisation du dictionnaire unilingue est autorisée.

L'usage de la calculatrice est interdit.

Le sujet comporte 3 pages, numérotées de 1 à 3.

Code : ALLVEB - ANG

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LVB ANGLAIS	Coefficient : 1

How do you manage a workplace bully?

When you think of health and safety at work, what probably crosses your mind is the use of machinery, ergonomics, and adequate breaks. But a greater danger is found more and more often in workplaces: the bully*.

- 5 If you've got one in your team, you may not know about it because to your face they're charming and delightful, but behind your back they torment and torture, leaving co-workers affronted and afraid. Workplace bullying is a repeated series of actions towards one or more employees that's sometimes aggressive, at other times manipulative, but always causes distress and anxiety. The problem is widespread and it's possible that your employees are the next victims.
- 10 Often the bullying is just verbal. From insidious insults to humiliating sarcasm, the words are meant to hurt. Occasionally, the bullying becomes more sinister where the bully will play mind-games and intimidation to gain control in the team. What causes the most concern is that the majority of victims either don't do anything about it or they just find a job somewhere else, leaving the bully to continue the damage. The impact on the business is huge. Increased absenteeism is a certainty as victims fear going to work, where they'll face the bully. The effect it has on their health reduces their productivity, saps their energy, makes them unhappy, and costs companies a lot of money.
- 15 To eliminate bullying in your workplace, you should openly declare that your company will not accept bullying of any kind, and make it easy for employees to complain if they're the victim of a bully. If you notice a bully you must take action immediately. Moving a bully from one team to another is not a solution, because the bully will just find a new victim. Instead, give coaching, counselling, and written warnings, and eventually if there's no improvement, terminate the bully's employment before other
- 20 employee resignations start having an impact.
- It's important to note that as an employer, you have a legal duty to protect your staff from dangers in the workplace. One particular hazard is the risk of staff suffering from an unsupervised workplace bully.
- 25 Workplace bullying is a problem that can no longer be ignored.

Adapted and abridged from *Businessday.com*, September 15, 2009

* un employé qui harcèle, tyrannise et persécute ses collègues.

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TRAVAIL À FAIRE PAR LE CANDIDAT

I- COMPRÉHENSION ÉCRITE

(10 points)

Rédigez en français un compte rendu du texte en 160 mots (+/- 10 %).

Indiquez le nombre de mots utilisés.

II- EXPRESSION ÉCRITE

(10 points)

Contexte :

Vous êtes l'assistant(e) de M. Mike Johnson, directeur d'une entreprise anglaise :

BMO
145 Grimson Avenue
LONDON SW20 3HJ

La semaine dernière, il a dû licencier un employé qui harcelait l'un de ses collègues depuis des mois.
Le 8 mai 2010, M. Johnson a reçu un courrier d'une société de conseil en formation dirigée par Mme Maggie Steiner 397 Brighton Road LONDON SW18 9JK.
Cette société propose des stages et des conférences sur la communication en entreprise.

Consignes pour la rédaction de la lettre :

M. Johnson vous demande de rédiger un courrier à l'attention de Mme Steiner dans lequel :

- vous la remerciez pour sa lettre du 8 mai 2010 ;
- vous exprimez votre intérêt pour leur proposition ;
- vous exprimez votre intention d'organiser au plus tôt une réunion consacrée à la communication au sein de l'entreprise et à la prévention du harcèlement ;
- M. Johnson vous demande de prendre rendez-vous avec un consultant de cette société n'importe quel jour de la semaine suivante.

Formules de politesse et présentation d'usage.