

SESSION 2017

BREVET DE TECHNICIEN SUPÉRIEUR
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.

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An Italian Company Banned all Internal Email for a Week (and Loved It)

A northern Italian home textiles company, Gabel, did just that recently as the volume of email employees were facing was one of the top complaints.

The firm decided to ban all internal email for an entire week in November, the BBC reports – a solution which came as a big surprise.

- 5 Managing director Emilio Colombo declared an "email-free" week in November, sending staff (ironically) an email that read: "We invite you not to use email for internal communications (between colleagues at the same location), in favor of a more direct and immediate contact."

- 10 So how did it go? Rather well, according to the BBC. Although company president Michele Moltrasio admitted that communicating without email took some getting used to, he said that staffers "are rediscovering the pleasure of meeting and talking rather than writing. Even if from next week we all go back to using email, these days of experimentation are very worthwhile, to understand and rethink the methods of working."

- 15 Studies have confirmed that receiving repeated emails throughout the day increases physical signs of stress in the body. Irrelevant emails, or those that break your concentration, are particularly harmful, and all that stress can damage your health.

Research also shows that frequent emailing doesn't equal higher productivity. Quite the opposite, in fact.

- 20 A short break from email can even yield big benefits. When a team of scientists forced a group of office workers to switch off email for just five days, they found that not only were heart rates lower among study participants, but also they were happier.

- 25 "Participants loved being without email, especially if their manager said it was OK. In general, they were much happier to interact in person," said Gloria Mark, the professor who led the study. "Most discovered just how unnecessary email was," she added.

- 30 Taken together, all these findings suggest that Gabel's idea might not be as crazy as it initially sounds. Not only is a week off from internal email almost guaranteed to be a nice stress reliever, science also agrees with Moltrasio that it's a great way to experiment with more pleasant and effective forms of communication between team members.

Abridged and adapted from *Inc.com*, November 30th, 2015

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TRAVAIL À FAIRE PAR LE CANDIDAT

I- COMPRÉHENSION ÉCRITE

(10 points)

Rédigez **en français** un compte rendu (160 mots, +/- 10 %) de ce document en faisant ressortir les idées essentielles de façon organisée.

Vous indiquerez le nombre de mots utilisés.

II- EXPRESSION ÉCRITE

(10 points)

Vous rédigerez **en anglais** le courrier suivant :

Vous êtes l'assistant(e) du Dr Mickael Smith, Président du Metropolitan Medical Center, 8th Madison Avenue, New York, NY 10016. Celui-ci vous demande d'envoyer un courrier au Dr Patricia Brown, University of Massachusetts, 100 Morrissey Boulevard, MA 02125, dans lequel :

- vous l'invitez à la conférence du Metropolitan Medical Center qui aura lieu à Los Angeles du 4 au 6 juillet 2017 ;
- vous lui précisez que ce sera l'occasion pour elle de présenter ses recherches dans un exposé de trente minutes suivi de vingt minutes de questions ;
- vous lui indiquez que le Metropolitan Medical Center prendra en charge les frais de déplacement et d'hébergement à l'hôtel Sheraton ;
- vous lui demandez de répondre au plus vite pour vous permettre de vous occuper des réservations.
- Vous joignez un formulaire d'inscription.

Formules de politesse et présentation d'usage.

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