

BREVET DE TECHNICIEN SUPÉRIEUR

Assistant de gestion de PME-PMI

Épreuve de langue vivante étrangère

U21 – Compréhension de l'écrit et expression écrite

ANGLAIS

SESSION 2018

Durée : 2 heures

Coefficient : 2

Matériel autorisé :

- LE DICTIONNAIRE UNILINGUE EST AUTORISÉ
(à l'exclusion de tout dictionnaire électronique)
- CALCULATRICE INTERDITE

Dès que le sujet vous est remis, assurez-vous qu'il est complet.
Le sujet se compose de 3 pages, numérotées de 1 à 3.

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Being happy is a serious business

Happiness at work seems to be the exception, not the rule. What can we do to improve our wellbeing – and productivity?

Workplace happiness. It conjures images of office dogs, dress-down Fridays and the annual Christmas party. But in reality, how happy we are in our jobs boils down to¹ more than just perks. Because while wearing a T-shirt on a Friday is nice, it doesn't really impact the eight hours a day you spend working. Many businesses are starting to introduce initiatives to promote happiness in the workplace. This includes anything from stress-management seminars and early finishes on Fridays, to creating a more flexible working environment. But you need to be sure that your potential solutions are fixing the problem at hand. According to a workplace happiness report by Office Genie, the 63% of UK employees who experience work-related stress are worried about a few very specific things.

Happiness is a concept that's difficult to pin down². Businesses need to find a way of making sure employees have the support from leadership and technology to be at their collaborative and productive best. A study from the London School of Economics, commissioned by Vodafone, found "three levers"³ that, when combined, can significantly increase productivity – this would, in turn, create greater job satisfaction and employee happiness. The report found management best practice, technology and flexible working could boost business productivity by as much as 20%. Happy workers are more likely to be creative problem-solvers and look beyond the issues immediately in front of them. If all you can think about is how the slow broadband connection is making you want to throw your laptop out of the window, the chances are you won't have the extra brainpower to discover new solutions.

For small businesses that usually have smaller workspaces, fewer staff and more intense workloads, it's particularly important to get the balance right. One unhappy colleague can disproportionately impact a close-knit team. It's important to provide the technology people need to work in a way that makes them more efficient and happy. This tech plays an integral role in enabling an effective flexible working environment. To get there, a cheaper alternative to upgrading all of your existing technology is to supplement things with a bring-your-own-device policy. However, many people who go down this route forget to look at the potential danger zones. It's therefore important that companies have their own private, secure network, so employees can safely access the information they need to do their job, while safeguarding company data from cybercrime.

This blend of digital tools and flexible work is a great way to keep digitally minded people engaged. Play to their strengths and, in return, they'll strengthen your business.

Adapted from *theguardian.com*, 04 October 2017

¹ boils down to : means

² pin down : understand

³ levers : axes

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A- Compréhension de l'écrit (10 points)

Vous rédigerez en **français** un compte rendu de ce document en 180 mots (+/- 10%). Vous indiquerez **impérativement** le nombre de mots utilisés.

B- Expression écrite (10 points)

Vous êtes Kim Jones, assistant de gestion de GLEE (kimjones@glee.co.uk). Vous rédigerez **en anglais** un courriel à tous les employés pour les informer de la mise en place de changements concernant l'environnement numérique de l'entreprise.

- Vous annoncerez les innovations proposées pour la mise en place de ces changements (renouvellement de l'équipement informatique et possibilité d'apporter son matériel personnel) ;
- vous expliquerez les raisons de ces changements (perte de temps et d'énergie, manque d'efficacité à cause de problèmes matériels tels que connexion lente, programmes obsolètes) ;
- vous expliquerez les bienfaits recherchés (deux exemples tirés du texte ou de votre choix) ;
- vous mettrez en garde contre les risques éventuels pour l'entreprise (piratage, protection des données) ;
- toute suggestion ou retour de la part des employés concernant ce sujet sera bienvenue. Vous leur précisez qu'ils n'hésitent pas à vous contacter.

Formules et présentation d'usage.

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