

BREVET DE TECHNICIEN SUPERIEUR
SUPPORT A L'ACTION MANAGERIALE

E 21 – Expression et culture en langue vivante étrangère

LVA - ANGLAIS

SESSION 2021

DUREE DE L'EPREUVE : 2h00
COEFFICIENT : 1

Matériel autorisé :

- dictionnaire unilingue anglais, tout autre matériel est interdit.

Dès que ce sujet vous est remis, assurez-vous qu'il est complet.
Ce sujet comporte 3 pages numérotées de 1/3 à 3/3.

If employees want to work from home, why not let them?

Companies who do not offer a work from home policy could be missing out on prospective employees.

5 Does your small business offer remote working options? If not, then you had better consider it. Otherwise, you could find yourself not only losing good employees, but losing out on prospective employees too.

10 That's the conclusion from a report released this week by Zapier, a firm that provides connectivity tools for software and technologies. The study, which surveyed almost 900 US "knowledge workers" – those who primarily work in a professional setting and use a computer as part of their job – found 95% of those workers want to work remotely, and 74% would be willing to quit a job in order to do so.

15 Unfortunately, there are still too many companies that don't offer remote working options, and they're suffering because of it. According to the Zapier study, 31% of those surveyed said they don't work remotely because their company doesn't allow it and 26% quit their jobs because of this, a trend that only adds to an employer's challenges to find and keep good people in these times of tight employment.

20 Remember – these are "knowledge" workers – people that aren't on the factory floor or do work that requires them to be onsite or at a customer location all the time. Unfortunately, those employees can't be accommodated with remote working options due to the nature of their jobs. But there are options for them too. I've seen some of my clients get creative with employee hours by offering extended shifts that have more continuous days off as well as offering greater flexibility over scheduling for those higher-performing workers who have been with the company for a certain period of time.

25 But for the rest of your workforce, it's important to have a remote working policy. A good policy should require you, the employer, to provide technologies – cloud based applications, communications and collaboration tools and devices – that will enable remote employees to do their work productively from home.

In return, the employees must commit to being available during work hours as if they were in the office and to minimize any signs that they're working from home, such as dogs barking, kids crying and the team from *The View*¹ arguing in the background.

30 Most importantly: a work from home policy doesn't have to be permanent. Many of my clients have "trial periods" – maybe 90 days – which gives both the employee and employer the chance to determine if the arrangement is satisfactory because let's face it: some people can handle working from home and others get distracted too easily. Giving both parties the opportunity to back out if things aren't going well is important.

Gene Marks. *The Guardian*, 18 November 2019

¹ TV programme

TRAVAIL A FAIRE PAR LE CANDIDAT

I. COMPREHENSION ECRITE (10 points)

Rédigez **en français** un compte rendu d'environ 180 mots (+/- 10 %) de ce document en faisant ressortir les idées essentielles de façon organisée.

Vous indiquerez le nombre de mots utilisés.

II. EXPRESSION ECRITE (10 points)

Vous êtes Carol Bolton, directrice des ressources humaines, *Stenson and Ferguson*, 26 Bates street, Melbourne, Vic, Australia. C.Bolton@stensonandferguson.aus

Vous adressez un courriel à l'hôtel *Nandini Palace*, Kabupaten Gianyar, Bali 80571, Indonesia. nandinipalace@decckcomp.com

Corps du courriel :

- Votre entreprise organise un séminaire de 10 jours du lundi 14 juin au mercredi 23 juin 2021.
- Vous souhaitez réserver 20 chambres doubles pour 40 personnes.
- Le tarif comprend-il le petit-déjeuner ? Est-il local ou international ?
- Vous souhaiteriez disposer de salles de conférence, d'ordinateurs portables, ainsi que de vidéoprojecteurs.
- Serait-il envisageable d'organiser une excursion le dimanche? À quel tarif?
- Vous devez réserver les billets d'avion très prochainement et espérez une réponse le plus rapidement possible.

Salutations d'usage et formules de politesse.