

BREVET DE TECHNICIEN SUPÉRIEUR

GESTION DE LA PME

Épreuve de langue vivante étrangère

E21 – Compréhension de l'écrit et expression écrite

ANGLAIS

SESSION 2021

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 4 pages, numérotées de 1 à 4

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Remote working is not going away: who wins and loses when workers stay home?

Australians have embraced remote working, and so have big businesses, but work-life balance for some is 'a prison' for others

Of all the lockdown restrictions frustrating Australians, working from home is not one of them. In fact, survey upon survey show a vast majority of Australians now want remote working to be a regular feature of their lives.

5 Many workers are enjoying the flexibility to structure their days as they see fit, from replacing morning commutes with yoga to catching a few rays of sunshine on mid-afternoon walks. And despite the Covid-19 imposed adjustment, workers have remained as productive as ever.

The good news is the benefits aren't going unnoticed. Business leaders are wasting little time making the necessary changes to accommodate remote working.

10 "Prior to Covid-19 around 10% of our staff had flexible work arrangements, long term I expect that will be more like 40%," says Allyson Carlile, head of people and culture at insurance firm Metlife Australia.

15 The rigid corporate lifestyle that compelled workers to long office hours, often at the expense of family and personal wellbeing, is undergoing a pandemic-inspired revolution. [...]

"Many have found working from home makes it easier for them to complete tasks that require a great deal of attention or peace and quiet," [says Andrew Pike, Australian executive partner at Herbert Smith Freehills (HSF)]. Working from home also means more time with loved ones. [...]

20 The new arrangement certainly had its sceptics, particularly at the beginning of the crisis. The insistence on "presenteeism" is a long tradition stemming from¹ management fears of worker complacency. But with company heads now seeing the tangible benefits of remote working on productivity and employee wellbeing, those attitudes are quickly shifting. [...]

25 But the sudden enthusiasm for remote working over recent months can evaporate just as quickly without guardrails. "Working from home can be quite liberating, but it can also end up being a bit of a prison," says Sara Charlesworth, director of the Royal Melbourne Institute of Technology's Centre for People, Organisation and Work. [...]

30 Workers are increasing their output to compensate for the lack of visibility offered by an office, and to reassure their colleagues and bosses they're online and working. This is bleeding working hours into home life, Charlesworth warns. "A lot of people don't clock off at 6pm, they continue working."

35 It's a pattern observed at Metlife Australia, prompting company heads to nudge employees to disconnect from work. "We encouraged people to set up proper

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workstations in a dedicated space where possible so they can 'leave' work at the end of the working day, and set boundaries, such as switch off the computer," Carlile says, adding that employees eventually got used to the arrangement. [...]

40 If the pro-remote attitudes at Metlife Australia and HSF are indicative of corporate Australia's thinking, that dream might actually become a reality. The challenge now is ensuring vulnerable workers aren't left behind.

Antoun Issa, writer and political commentator from Melbourne,
"Remote working is not going away: who wins and loses when workers stay home?"

(adapted and abridged),

www.theguardian.com, July 5, 2020

¹ Stemming from: caused by

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A. Compréhension de l'écrit (10 points)

Vous rédigerez en **français** le compte-rendu de ce document en 180 mots (+ ou – 10%).

Vous indiquerez **impérativement** le nombre de mots utilisés.

B. Expression écrite (10 points)

Vous rédigerez **en anglais** une note interne à propos du nouveau dispositif de télétravail.

Vous êtes Sam Midbarn, l'assistant(e) de gestion de Max Brotsworth, PDG de la société *Brots & Co.* Max Brotsworth vous demande de rédiger, en son nom, une note interne à tous les personnels à propos de la mise en place du nouveau dispositif de télétravail.

Vous mentionnez les points suivants :

- La direction a remarqué que le travail à distance effectué pendant la période de confinement suite à la pandémie s'est révélé très efficace et a permis à l'entreprise de conserver un chiffre d'affaires positif.
- Une politique de télétravail à long terme peut maintenant être envisagée pour les employés qui le désirent.
- Celle-ci pourra se faire sous certaines conditions :
 - prendre au maximum 2 jours de télétravail par semaine ;
 - être équipé de matériel adéquat et d'une connexion internet à haut débit ;
 - avoir chez soi un espace dédié permettant un confort et une concentration maximale.
- Deux jours consécutifs seront acceptés, cependant le vendredi est à proscrire car la direction tient à voir tout le personnel lors de la réunion hebdomadaire.
- Vous joignez à cette note un questionnaire à remplir et renvoyer, afin d'étudier au préalable les demandes de chacun (**le questionnaire n'est pas à rédiger**).
- Vous les convoquez à une réunion d'information sur le sujet qui aura lieu le 12 juin à 9h dans la salle des personnels.

Formules et présentation d'usage.

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