

BREVET DE TECHNICIEN SUPÉRIEUR

Assistant Secrétaire trilingue

**E2 - LANGUE VIVANTE
ANGLAIS**

Durée : 2 heures

Coefficient : 2,5

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ACADEMIE D'ORLEANS-TOURS

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Mesdames et Messieurs
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Orléans, le 11 mai

URGENT - EPREUVE EN COURS

BTS Assistant secrétaire trilingue

Page 3/3

I. 2 - a)

Au lieu de: "... the departure of the old boss..."lire: "... the departure of the old boss..."Pour le Recteur et par délégation
Pour le Secrétaire Général et par Délégation
Le Chef de Bureau

C. BOURGERLY

Professional Secretary

Managing a new boss

Getting a new leader will mean changes –for the better, if you heed certain advice (1)

By Jacky Hyams

You might have known in advance or perhaps the news came out of the blue. But whichever way it happens, the departure of an old boss and the arrival of a new one poses a challenge for most PAs. You may have to deal with an unknown personality with a totally different approach to the job. How do you cope with the transition?

“The new boss is bound to want to make changes and will probably be looking to you for help,” says Christina Osborne, author of a new book entitled ‘Managing Your Boss’, and chief executive of strategic HR company Business Solutions.

The most important thing to focus on is your own attitude. It has to be positive. “You can’t afford to think: ‘We don’t do it like that here’ when the new boss suggests different ways of doing things,” says Osborne. “As an established member of the support team, it’s part of your job to help the boss with planning. So if the new boss wants to initiate changes immediately, be prepared to ask some helpful questions such as: ‘What are the advantages of doing it like that?’”

“That sort of approach will help the new boss look more closely at the changes he is planning. In fact, you should constantly be re-evaluating ways of helping the boss: after all, you are there to save your boss time and prioritise the workload”. New bosses will often initiate ‘tests’: urgent tasks to show how well you perform. “Negotiate a realistic deadline, but do the work before the deadline, so that the boss can see you can be relied upon”, says Osborne.

Understanding a new management style cannot be achieved overnight. “You need time to adjust to each other, so try to stand back and observe the differences, so that you can learn the new boss’s communication style,” says Osborne. “For instance, the new boss might be someone who takes in facts by listening, whereas the old one preferred to read quick e-mail reports.” She adds: “Even if your boss is really busy you might need to suggest a regular informal meeting to concentrate on how you work together in the first month or two.”

Osborne insists that your loyalty here is crucial. “Whatever the circumstances of the departure of the old boss, your loyalty is now to the new one, whatever your feelings. In a way, you are there to provide leadership (2) to your colleagues and co-workers. Moreover, your new boss might discuss confidential matters with you, so you have to be discreet.”

But what about the new boss who starts off by being aggressive? Osborne says: “By all means stand your ground and make it clear how you feel about this type of behaviour if it creates problems. Choose the right moment, but ask: ‘What can we do about this?’ and ask how you can help.”

“Sometimes, new bosses might be feeling insecure in the job or think they have to make their mark in a forceful way. Yet the only person who is going to give them honest feedback is the person working closely with them. By giving them this feedback in a positive way, you definitely improve your chances of creating a successful long-lasting working relationship.”

Abridged and adapted from *The Evening Standard*, 12th August 2003

(1) to heed advice = to take advice

(2) to provide leadership = to set an example

I - COMPRÉHENSION DE L'ÉCRIT

1. Rédaction d'un résumé en français (20 points)

Vous rédigerez un résumé de l'ensemble de cet article en français en 150 mots environ.
Vous indiquerez le nombre de mots utilisés.

2. Explain in your own words in English (10 points) :

- a) "Whatever the circumstances of the departure of the old boss, your loyalty is now to the new one, whatever your feelings" (§6) – (in 30 words approximately).
- b) "Sometimes new bosses might be feeling insecure in the job or think they have to make their mark in a forceful way" (§8) – (in 30 words approximately).

II EXPRESSION ÉCRITE

Rédaction d'une lettre en anglais

(20 points)

Vous êtes Julie Lamarche, 32 rue du Moulin, 86000 Poitiers. Vous travaillez depuis 18 mois comme assistante dans une PME spécialisée dans l'importation de pièces détachées pour automobiles depuis l'Allemagne.

Vous écrivez à Mr David Johnson, directeur général de la société britannique BUCKINGHAM MOTORS Ltd., 72 Hertford Road, AYLESBURY AY1 7DW.

- Vous lui rappelez que vous aviez effectué un stage de 8 semaines chez lui, dans le service export, il y a deux ans.
- Vous décrivez brièvement votre emploi actuel.
- Ce dernier ne vous convient pas : tâches peu variées, horaires peu flexibles et aucune possibilité de promotion.
- Pour des raisons personnelles, vous avez l'intention de vous installer en Angleterre et demandez à Mr. Johnson s'il peut vous embaucher.
- Vous précisez les avantages d'une telle embauche :
 - vous connaissez déjà le fonctionnement de son entreprise ainsi que la plupart des membres du personnel
 - vous maîtrisez parfaitement le vocabulaire technique de la branche automobile en français, anglais et allemand
 - grâce à vos relations, la société Buckingham Motors Ltd. pourrait obtenir un stand au Salon de l'Automobile de Francfort en octobre 2004.
- Vous précisez que vous joignez votre CV et vous tenez à sa disposition pour tout renseignement complémentaire. Il pourra vous joindre aux heures de bureau au 00-33 3 54 83 52 90.
- Vous concluez selon l'usage.