



**LE RÉSEAU DE CRÉATION  
ET D'ACCOMPAGNEMENT PÉDAGOGIQUES**

**Ce document a été numérisé par le Canopé de l'académie de Bordeaux  
pour la Base nationale des sujets d'Examens de l'enseignement professionnel.**

Ce fichier numérique ne peut être reproduit, représenté, adapté ou traduit sans autorisation.

SESSION 2014

**BTS TERTIAIRES – GROUPE 1**

ÉPREUVE ÉCRITE DE LANGUE VIVANTE

**ANGLAIS**

Durée : 2 heures

Management des unités commerciales		coefficient 1,5
Assurance		coefficient 1
Banque		coefficient 1
Communication		coefficient 1
Notariat		coefficient 1

*Dictionnaire bilingue autorisé sauf pour Communication*

*Communication : dictionnaire unilingue autorisé*

***Tout autre matériel est interdit.***

## TRAVAIL À FAIRE PAR LE CANDIDAT

### I. COMPREHENSION

10 points

***Vous devez rédiger en FRANÇAIS.***

Après avoir lu attentivement l'article, vous en dégagerez les idées essentielles en 200 mots (+ ou – 10%).

Vous indiquerez le nombre de mots utilisés.

Toute présentation sous forme de notes sera pénalisée.

### II. EXPRESSION

10 points

***Vous devez répondre aux DEUX questions en ANGLAIS.***

#### Question 1

(100 words minimum) 5 points

In your line of business, how easy is it to achieve "an effective work-life balance" (I.37)? Explain.

#### Question 2

(100 words minimum) 5 points

What are the advantages and disadvantages of working in a team? Is team work a viable solution in your line of business? Explain.

## Anytime, anywhere? How to achieve a good work-life balance

In a world of global business and 24/7 communication via email, mobiles and social media, last-minute, out-of-hours deals and decisions are increasingly becoming a new feature of working life.

5 Many employees are part of an anytime, anywhere culture, required to be constantly available to their employer. Flexible working and keeping up to speed with your team can be energy-sapping and ultimately decreases productivity if employees become overloaded.

There are some straightforward ways to achieve efficient team work and get more done while maintaining your work-life balance, however.

10 Simple time management works wonders. Set out blocks of time to focus on specific tasks and don't feel pressured to respond to all emails as they come in. This applies to evenings and weekends, too. Research has shown that we check our phones every six and a half minutes, risking work emails chipping into time that should be kept free.

15 Meanwhile, a recent survey found that 31% of UK employees considered chain emails with unnecessary people copied in to be one of their biggest time-wasters. Emails which are not a genuine priority should be filed until the following morning; sending a holding reply reinforces the impression that you are contactable at all hours of the day.

20 It's also important to learn the underrated skill of delegation: ensure colleagues pull their weight, rather than constantly checking in. This creates a mutually supportive and open team ethic. In the survey, 39% of workers said that their team members had failed to share information that could have helped them – this slows down progress, leads to duplication of effort and creates an unsupportive atmosphere.

25 Once tasks have been shared out, make sure you are clear about your own responsibilities and stick to them. 21% of the respondents to the survey admitted to having left a meeting without knowing what follow-up actions were expected of them. And 54% of the respondents named badly run or unnecessary meetings as their biggest time-waster. Don't be afraid to ask for clarification of a meeting's purpose or  
30 outcome, rather than leaving colleagues to assume you'll pick up the odds and ends.

Next, learn to say no – don't bite off more than you can chew. 38% of the respondents said that colleagues failing to meet deadlines was their biggest time-waster. It's important to be honest and targeted about what you can achieve in the time available.

35 Of course, work will occasionally entail early starts or evening events, but this discretionary effort should be balanced by the understanding that down time is your own. An effective work-life balance will make you happier and more productive.

Penny de Valk, *Guardian Professional*, April 10<sup>th</sup> 2013 (adapted)