BTS TERTIAIRES

E2 – U22 : LANGUE VIVANTE ÉCRITE NIVEAU B

ANGLAIS

SESSION 2022

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Spécialités	**Dictionnaire**		**Durée**	**Coeff.**
	Bilingue	Unilingue		
Management en hôtellerie restauration (toutes options)		X	2 h	2
Support à l'action managériale		X	2 h	2

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

How to create a happy workplace

When you really break it down, we spend the majority of our time working, commuting to and from work, and thinking about work—even when we're doing other things. If you want your employees to be productive, pleasant members of the team, it's important to focus on creating a happy workplace. Everyone is in the building for around a third of each weekday, and finding ways to keep people feeling happy, healthy, and satisfied with their jobs has incredible benefits for everyone involved.

Unfortunately, a happy workplace in the United States can feel like a far-off fantasy. Although Millennials[1] place enormous importance on finding a job they enjoy, 70% of Americans report that they are not engaged at work when polled anonymously. So what can you do to create a happy workplace?

Statistically, the vast majority of stress in our lives comes from the workplace. Everything from the workload, which makes up about 46% of workplace stress, to juggling work and life (20%) affects how we feel in and out of the office. Stress negatively impacts our health and well-being and detracts from workplace happiness.

Minimize stress in the workplace by encouraging people to have a healthy work-life balance. Making vacations and time off expected can help, as can ensuring managers are assigning an appropriate workload to each employee. Keeping a more relaxed atmosphere will help keep stress levels down and help prevent employees from burning out.

Meditation can help increase productivity by improving a person's ability to resist distraction, while yoga has both mental and physical benefits. It may be worthwhile to offer perks like guided meditation or yoga classes right in the office—and to dedicate a space to mindfulness[2]. Another key aspect of promoting mindfulness: allowing employees to cut out distractions and be unreachable for periods of time.

[...] If we don't feel valued at work, we won't feel happy in the office or loyal to our employers. It's important to create a caring environment and show each employee that their contributions are valuable, and that their supervisors care about them as people. Honesty, compassion, and respect, especially from management, go a long way toward creating a happy workplace. Toxic people can spoil the environment for everyone else very quickly.

A lot of stress in life comes from conflicting priorities. People who are given the flexibility to focus on what's most important in the current moment live happier, healthier lives. Employers can help people achieve this elusive balance by setting clear expectations but giving employees the flexibility and trust to set their own priorities and schedules. As long as the work gets done, does it matter whether the employee is in the office 9-5? Typically, no, and this freedom can help to cultivate a happy workplace. [...]

Creating a happier workplace will lead to a more pleasant work environment, greater productivity, and ultimately, reduced turnover. Changing your current systems to promote empathy and a culture that helps people sustain health, happiness, and balance can be difficult, but it's a worthwhile effort. These changes can boost morale and encourage people to show up and love their job almost every single day.

Gethppy.com, 27 May, 2020

[1] Millenials : people born between 1980 & 2000, first generation born in the Internet age

[2] mindfulness : therapeutic technique of accepting the present situation to create a feeling of calm

TRAVAIL À FAIRE PAR LE CANDIDAT

I. COMPREHENSION ÉCRITE (10 points) :

Vous rédigerez **en français** un compte rendu de ce texte en 180 mots (+ / - 10%) en faisant ressortir les idées essentielles de façon organisée. Vous indiquerez le nombre de mots utilisés.

II. EXPRESSION ÉCRITE (10 points) :

Vous rédigerez **en anglais** le courriel suivant :

Vous êtes Charisse Smith (csmith@starbucks.com) ou Matthew Kennedy (mkennedy@starbucks.com) et travaillez au service des Ressources Humaines de Starbucks Center, situé au 2401, Utah Avenue South, à Seattle, WA 98134, USA (tel : 1-206-447-1575).

Vous rédigez une note d'information destinée à tous les membres du personnel du siège concernant la mise en place de séances de yoga.

Vous indiquez que :

- Vous êtes conscient(e) de la charge de travail croissante de l'ensemble du personnel due au succès de l'entreprise ;

- Vous leur proposez de partager des moments de détente et de méditation afin de réduire leur stress ;

- Des sessions de yoga d'une durée de 30 minutes seront mises en place à partir du lundi 20 juin, 3 fois par jour ;

- Une tenue confortable et adaptée est à prévoir ;

- Vous restez disponible pour de plus amples informations.

Présentation d'usage et formules de politesse.