

DIRECTION GÉNÉRALE DE L'ENSEIGNEMENT SUPÉRIEUR (DGES)

DIRECTION DE L'ORIENTATION ET DES EXAMENS (DOREX)

BREVET DE TECHNICIEN SUPÉRIEUR / SESSION 2012

FILIERES TERTIAIRES :

- GESTION DES RESSOURCES HUMAINES
- RESSOURCES HUMAINES ET COMMUNICATION

ÉPREUVE COMMUNE :

ANGLAIS

Durée de l'épreuve : 3 Heures

Fomesoutra.com
Docs à portée de main

Coefficient de l'épreuve : 2

FORMULATING A WINNING TEAM

Companies whose star employees fly solo often find themselves with huge gaps when these individuals leave the company. The team approach ensures continuity in your organization, even when it is the leader who departs. In functional work teams, members often volunteer to pick up the slack when associates leave. There is more to building a team than hiring and firing. Team building requires building trust. Trust is the backbone of effective teams. It can be developed in a number of ways:

- **Face to face communication:** Face to face communication is vital for trust building. Members of the team need time to get to know one another both on and off the playing field. Set aside specific times for team members to meet. This should be done on both a formal and an informal basis to ensure that team members have an opportunity to see one another as more than just people filling job titles.

- **Cohesiveness:** Each person comes to the team with different skill sets, experiences and values. To help these individuals work together as a team, many organizations use team-building exercises or send their management team off-site to participate in team-building courses. These courses range from problem-solving to group decision-making and positive risk-taking activities. The goal is to build trust among participants, who then take these skills back to the workplace.

- **Open communication:** Trust requires open and honest communication. It is difficult for a team to operate effectively if members are working in an area where pieces of information seem to be frequently missing. This creates distrust and has a direct negative effect on team building. Share as much information as possible so everyone is operating with the same data.

Adapted from Your Experts, by R. C. Matuson,
in "Human Resource Solutions"

VOCABULARY

<u>To pick up the slack</u>	: reprendre les choses en main
<u>To hire</u>	: engager, embaucher
<u>To fire</u>	: (ici), renvoyer, licencier
<u>Trust</u>	: confiance
<u>To range from...to</u>	: s'étendre de...à

QUESTIONS

I- COMPREHENSION OF THE TEXT (All the answers to the following questions are to be found in the text)

- 1- What advantage does team work have over individual work?
- 2- What essential factor is needed for team building?
- 3- What ingredients are necessary for building trust?
- 4- How does face to face communication differ from open communication?

II- WRITING (Not more than 12 lines; about 144 words)

What are the advantages and disadvantages of teamwork? Support your viewpoint by precise examples.

III- TRANSLATE INTO FRENCH

From "To help these individuals work..." down to "...risk-taking activities."

IV- TRANSLATE INTO ENGLISH

- 1- L'objectif des relations publiques est de créer un climat de confiance avec les cibles pour améliorer l'image de l'entreprise, de ses marques, de ses produits et services.
- 2- La performance d'une firme repose sur un double niveau de contrôle : le contrôle de l'équipe par le dirigeant d'une part, et d'autre part, le contrôle du dirigeant lui-même.
