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BREVET DE TECHNICIEN SUPÉRIEUR
TERTIAIRES – GROUPE 1

ÉPREUVE ÉCRITE DE LANGUE VIVANTE
ANGLAIS

SESSION 2021

Durée : 2 heures

Management commercial opérationnel	Coefficient : 1,5
Banque	Coefficient : 1
Communication	Coefficient : 1
Notariat	Coefficient : 1

Dictionnaire bilingue autorisé sauf pour Communication

Communication : dictionnaire unilingue autorisé

Calculatrice interdite.

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 CELEBRATING WORKPLACE MILESTONES IMPROVES EMPLOYEE ENGAGEMENT

It can be easy to get caught up in the day-to-day noise of deadlines, meetings, and endless emails. However, no matter how busy you are, it's always important to take the time to celebrate employee milestones in the workplace.

Whether you reward an entire department or give a shout-out to an individual employee, appreciating even the smallest details can do wonders for company morale and employee engagement. A study from O.C. Tanner Company notes that nearly 80% of people who quit their jobs do so because of a lack of appreciation at work. And, a study from Price Waterhouse and Cooper's Saratoga Institute found that many people who have key roles in organizations prefer appreciation, purpose, and autonomy, rather than promotions and raises, to feel engaged.

When team members view their work as exciting and challenging and are recognized for their hard work, they're more likely to become inspired to do great work. Failing to provide a workplace environment of appreciation and recognition can have negative consequences on employee engagement.

"When people aren't having fun, when they're not recognized for outstanding performance…when no one says 'thanks,' they do become disengaged and feel unimportant," said Wells Fargo Chairman Richard Kovacevich in O.C. Tanner's white paper.

One of the most effective ways to cultivate loyalty and engage employees in their work is by building a culture of appreciation. This, in turn, will have an effect on productivity.

When team members see that their work is having a direct impact on the success of a company, it motivates them to contribute their best work. Celebrating workplace milestones shows employees that, not only are they a valued and honoured member of the team, but they are also contributing meaningful work to their organization and its purpose.

For those not being recognized, sharing in the success of their teammates and seeing that hard work does not go unnoticed can help further your culture of appreciation and motivate the entirety of the team.

Plus, if you tie that individual's achievements to the values and purpose of your organization, it can be a great opportunity for you to further embed your core values and make sure your mission is clear to the rest of the team. This helps create a unified team that will stand firmly in their resolve to move the company forward.

As Liz Jazwiec, author of *Eat That Cookie!: Make Workplace Positivity Pay Off…For Individuals, Teams, and Organizations*, explains, "The bottom line is that workplace celebrations foster relationship building, improve morale, enhance retention, and encourage employees to achieve results." We couldn't agree more.

When it comes to celebrating workplace milestones, there are no real "best practices." The way you reward and celebrate your team members should depend on the team members themselves and on your company.

Not everyone likes rewards in the form of public accolades or gifts, and not everyone is motivated by the same things. With that said, you can still create a culture of appreciation, even as you appreciate each person in his or her own unique way.

Abridged from *risepeople.com/blog*, 1st August 2019

TRAVAIL À FAIRE PAR LE CANDIDAT

I. COMPREHENSION — 10 points

*À 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**.*

5 POINTS

A. What ways do employers have to celebrate their employees' achievements?

(100 words minimum)

5 POINTS

B. How important is it for a company to retain its employees?

(100 words minimum)

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