



Fillres:	Toutes les fillres du BTS Commercial (MT- PME - CG - TC - MC - GA)
preuve de:	La langue anglaise

Dure:	2h
Coefficient:	10

Soft Skills in the Workplace


As companies continue to build diverse and engaging workplaces, recruiters are increasingly on the lookout for employees with strong people skills – otherwise known as “soft skills”. These are important competencies to possess in any professional career. They give any jobseeker a solid base to establish **themselves** as an exemplary employee, colleague, manager or boss.

Soft skills are related to communication, personality traits, social cues and more. Employers prioritise soft skills as much as hard ones in their employees. In one way or another, employees must interact socially. The more soft skills one has, the easier it will be to create a harmonious work environment. For example, you may be a great engineer, but if you cannot communicate effectively within the team, then problems are likely to arise.

Effective teamwork is ensured among workers thanks to fruitful collaboration. In most jobs nowadays, communication plays a huge role in human resources, management and sales. Good teamwork improves productivity rates and minimises conflicts between individuals. To encourage relationship-building, companies should guarantee clear communication lines and foster mutual respect among their employees. When employees respect each other, they will be better able to share ideas, solve problems, and work together.

Adaptability is also a soft skill that employers favour because it is transferable. This means that as an employee, you will be better at adapting to change. For example, a cashier with excellent people skills will adapt far more quickly when given the role of floor manager than one who lacks empathy and great communication skills. Being adaptable and flexible is an important soft skill. Employers want to see their team being open and embracing change. This is especially important in a busy work environment where things change quickly.

Hard skills are important to do your job well, but with excellent soft skills, you are bringing positive and productive traits to your work environment. Blended with hard **ones**, soft skills will surely help employees communicate efficiently, work as teams and adapt to unpredictable changing contexts in the workplace. This is, by all means, a necessary requirement to attain a high degree of professionalism and success.

 Royaume du Maroc Ministère de l'Éducation Nationale, du Prélèvement et des Sports Centre National de l'Évaluation et des Examens	Examen National du Brevet de Technicien Supérieur - Session de Mai 2022 - -Sujet-	Réservé au Secrétariat d'examen
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I - COMPREHENSION (14 pts)

A – Read the text and fill in the following chart.

3pts

The soft skills highlighted in the text are: 1- 2- 3-
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B – Answer the following questions with ideas from the text.

3pts

- Why are soft skills important for jobseekers nowadays?
.....
- How does teamwork help companies?
.....
- Are hard skills enough to be professional and successful? Explain.
.....

C – Are these sentences true or false? Justify.

2pts

- Lack of communication brings about problems in the workplace.
- Employers prefer to work with flexible co-workers who adjust to change.

D. Find in the text words meaning almost the same as:

4pts

- characteristics (paragraph 2):
- reciprocal (paragraph 3):
- in particular (paragraph 4)
- put together (paragraph 5):

E. What do the highlighted words in the text refer to?

2pts

- themselves (paragraph 1):
- ones (paragraph 5):

Ne rien écrire dans ce cadre



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II – LANGUAGE AND BUSINESS VOCABULARY (14 pts)

A- Rewrite the following sentences beginning with the words given.

3pts

1- Digital tools have kept every employee at work during the pandemic.

Every employee.....

2- "We must make a hire based on the technical skills and achievements of candidates."

The HR manager declared

3- The employee did not keep pace with the new company policy as he was not upskilled in digital tools.

If

B- Give the correct form of the verbs between brackets.

2pts

1- The firm (not/ hire) some candidates after the last interview since they (fail)to answer questions linked to soft skills.

2- If you don't possess teamwork qualities at work, you risk (have).....conflicts with co-workers.

C. Match the words with their definitions.

4pts

1- delegate	A – vogue term that has become fashionable in a particular field.	1-----
2- boost	B – choose from a larger group.	2-----
3- upmarket	C – payment or any grant to encourage workers.	3-----
4- shortlist	D – appealing to high-income consumers.	4-----
5 –relocate	E – the highest or most important level.	5-----
6- peak	F – cause to improve, increase and be more successful.	6-----
7- incentive	G – give duties, responsibilities or power to someone.	7-----
8- buzzword	H – move business to a different place.	8-----

Ne rien écrire dans ce cadre



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D. Fill in the blanks with words from the list.

5pts

headquarters hire employee productivity tariff loss company costing

It is demanding and time-consuming to train a new as it interrupts a team's daily operations, and rhythm. So, a bad ends up more than money. It also causes a of time and energy.

III- COMMUNICATION AND WRITING (12 pts)

A- Communication

4pts

Complete the following exchange appropriately.

Jane : Hello, you've reached the marketing department.?

Robby : Yes, Rosalind Wilson, please?

Jane : ?

Robby : Robby Davis speaking .

Jane : Ok. PleaseI will put you through.

Robby : Thank you.

B- Writing

8pts

You are Ayoub Chami (a.chami@gmail.com), a management engineer looking for training sessions in some soft skills. Write an email to Houda Kamil (h.kamil@gmail.com), director of The Soft Skills Institute located in Agadir. Include the following:

- Request training in communication, teamwork and critical thinking.
- Ask about the period of training available, the cost of the training and the required documents for this training.

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From: _____

To: _____

Subject: