

## BREVET DE TECHNICIEN SUPERIEUR / SESSION 2022

FILIERE TERTIAIRE : RESSOURCES HUMAINES ET COMMUNICATION

EPREUVE : ANGLAIS

Durée de l'épreuve : 2 Heures 30

Coefficient de l'épreuve : 2

## HUMAN RESOURCES MANAGEMENT AND DIVERSITY

*definition* Human resources issues commonly experienced by employers include establishing productivity, recruiting employees, arranging and carrying out training, and preventing discrimination. No matter what approach an organization takes, addressing these issues usually is an ongoing process.

A primary goal of a human resource department is to manage and organize employees so that they can be as productive as possible, as this generally leads to more revenue. HR personnel, therefore, think very critically about team assignments, motivational offers like bonuses, and keeping morale high.

Personnel management workers have always been responsible for at least some aspects of employee recruitment. They have to find methods, such as attending job fairs and sending out promotional mailings, to generate interest in particular positions. Many companies face an *even bigger* <sup>dependent</sup> problem in this area, however, because globalization means that companies are competing with each other around the entire world rather than just one small area or country.

*training* Training is needed in virtually every business and industry because every company has its own policies and procedures employees must follow. It is HR's responsibility to figure out how to conduct the training so that operations are not interrupted or strained.

*translate* Moreover, companies often value diversity because it provides different modes of thought and experiences that can generate new ideas and better productivity. It also fosters a sense of equality that is well-suited to teamwork. Many places have laws that make various forms of discrimination in the workplace <sup>equally affect</sup> illegal, so human resources workers have to recruit and train in a way that follows both legal and business standards.

Adapted from wiseGEEK January 27, 2022

By Sheri Cyprus

**VOCABULARY**

To address an issue	: résoudre un problème
Job fairs / Policies	: des salons de l'emploi/ politiques ; lignes d'action
Strained	: mises à rude épreuve

## QUESTIONS

### I- COMPREHENSION OF THE TEXT

(All the answers to the following questions are to be found in the text.)

- 1- Name two HR issues that employers usually deal with.
- 2- What strategy is used to boost employees' productivity?
- 3- How do personnel management workers facilitate recruitment?
- 4- Why is training very important in any organization?

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

How can employers fight against discrimination at the workplace?

### III- TRANSLATE INTO FRENCH

From: "Moreover, companies often value ..." down to "... well-suited to teamwork."

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