

BTS Comptabilité et Gestion		SESSION 2021
Langue vivante étrangère : Anglais Epreuve orale obligatoire E12	Durée : 20 minutes de préparation, 20 minutes d'épreuve	
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Sujet n°17

Why the way we work will never be the same again after Covid

With the enforced lockdown pushing companies to implement digital solutions that should have taken years in just a few weeks, Mike Scott assesses the long-term implications, and explains why speed and adaptability are the new business competences

- 5 The Covid-19 pandemic has forced changes on everyone, and nowhere has that impact been greater than in the world of work. The enforced lockdown around the world meant companies had to adapt to remote working pretty much instantly, pushing them to implement solutions that should have taken years into just a few weeks.

10 A recent IBM study found that the Covid-19 pandemic had accelerated digital transformation at 59% in the organisations it surveyed, with 66% saying they have been able to complete initiatives that previously encountered resistance.

15 The pandemic has changed managers' view of what is acceptable and what is possible, agrees Andi Britt, senior partner, talent and transformation, at IBM Services. "People used to say things like 'you have to be in the room to close the deal', 'this training can only happen face to face', 'you have to be up close to people to know what they are thinking'. "These are all axioms by which we have been doing business for the last 50 years, and they have been upended by this enforced transformation."

20 Regardless of where your staff are working, adaptability and technology will be key, he adds. "You need the tools and clear processes, but you also need the right culture to enable you to work effectively in a digital environment." In that context, a static, rigid organisational structure where everyone has a clear, fixed role is not what you need. Speed and adaptability are the new business competences."

Adapted from Mike Scott, *reutersevents.com*, October 6, 2020