



### An evolving framework

- Activities to improve their interface, coordination and organization of work collectives skills.
- Under the responsibility of one or more line managers
- In assistance or as a file manager
- Within the administrative processes of a company

### An evolving operating environment

- An ever-changing digital economy
- A Globalization extending to every domain
- An interest in sustainable development issues present in companies' strategies
- Companies' need for new structures

## One of the possible solutions :

### **SAM training course,**

organized around 6 skill blocks..

#### 1. **Optimization of administrative processes:**

- Operational support to members of the company
- Management of liability files
- Improvement of the administrative process
- The company's Resource Management

#### 2. **Project management:**

- Project preparation
- Implementation of a project-related operational watch
- Project management
- Closure of the project

#### 3. **Collaboration in Human Resources Management:**

- Accompaniment of the career path
- Contribution to the improvement of working conditions
- Collaboration in social relations
- Participation in social performance

#### 4. **General culture and expression:** WRITING and SPEAKING communication skills

#### 5. **Expression and culture in foreign languages:** 2 compulsory languages including English.

#### 6. **Economic, Legal and Managerial Culture (CEJM):**

- understanding the professional contexts through these three disciplinary fields by a transversal and complementary approach;
- discovering the major legal, economic and managerial issues of our time.

### Key skills to develop...

- Mastery of French and foreign languages  
SPEAKING AND WRITING.
- Fluent communication skills.
- Knowledge of digital skills (new forms of exchanges, new tools).
- Project mode work.
- Taking initiatives ...



### ... professionalization workshops and applied CEJM:

- animated and piloted jointly by two teachers of the teaching team
- for the development of professional skills, cross-disciplinary, through professional situations characteristic of the profession ...
- to prepare and look for internships ..

**... and a compulsory 14 week-internship, including a period in international context, in any type, any size of organization, any sector of activity.**



# Lycée Marguerite de Valois — 16000 ANGOULÊME

## **BTS « Management Action Support » (SAM) – a 2 year-post-baccalaureate training**

### **The main goals of the internship:**

- to develop interpersonal skills, attitudes, behaviours, professional postures, and acquire and / or deepen professional skills in real work situations,
- to develop a sense of responsibility by adapting to the realities and demands of the job,
- to understand the functioning of a company through its products or services, its environment, its organization of work, its human resources, its information system ...,
- to observe the social life of the company through its culture, professional relations, teamwork...,
- to identify some characteristics that belong to different cultures or intercultural links...

### **You enable them:**

- to discover the professional world in immersion in a new setting (your company's culture...),
- to be supervised by professionals (reception, work, support ...),
- to be listened to throughout the internship,
- to progress and complete their training in situation,
- to gain confidence, autonomy ...

### **The students bring you:**

- their creativity, their imagination,
- their youth: dynamism and motivation,
- an outside eye, a new look upon your company,
- professional and relational skills,
- exchanges with your employees and points of view (cultural, academic, professional ...).

**We are interested in your collaboration in the context of a contracted Office Manager internship, required to sit for the examination (BTS)**

### **Examples of missions:**

- Production of communication media (slideshows, welcome booklets, leaflets ...)
- Taking notes and producing reports, reports, direct mail ...
- Translation, update of various documents
- Production of statistical files, comparative studies
- Preparation of meetings, fairs, trips ...
- Management of bidding documents, expense reports
- Supplier search and results analysis
- Conducting surveys
- Database management (update, exploitation ...)
- Follow-up of files and reminders (by post, email, phone ...)
- Work on social networks and websites...

**Some missions must be carried out as parts of the management of a project.**



### **The pedagogical team- Section SAM**

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