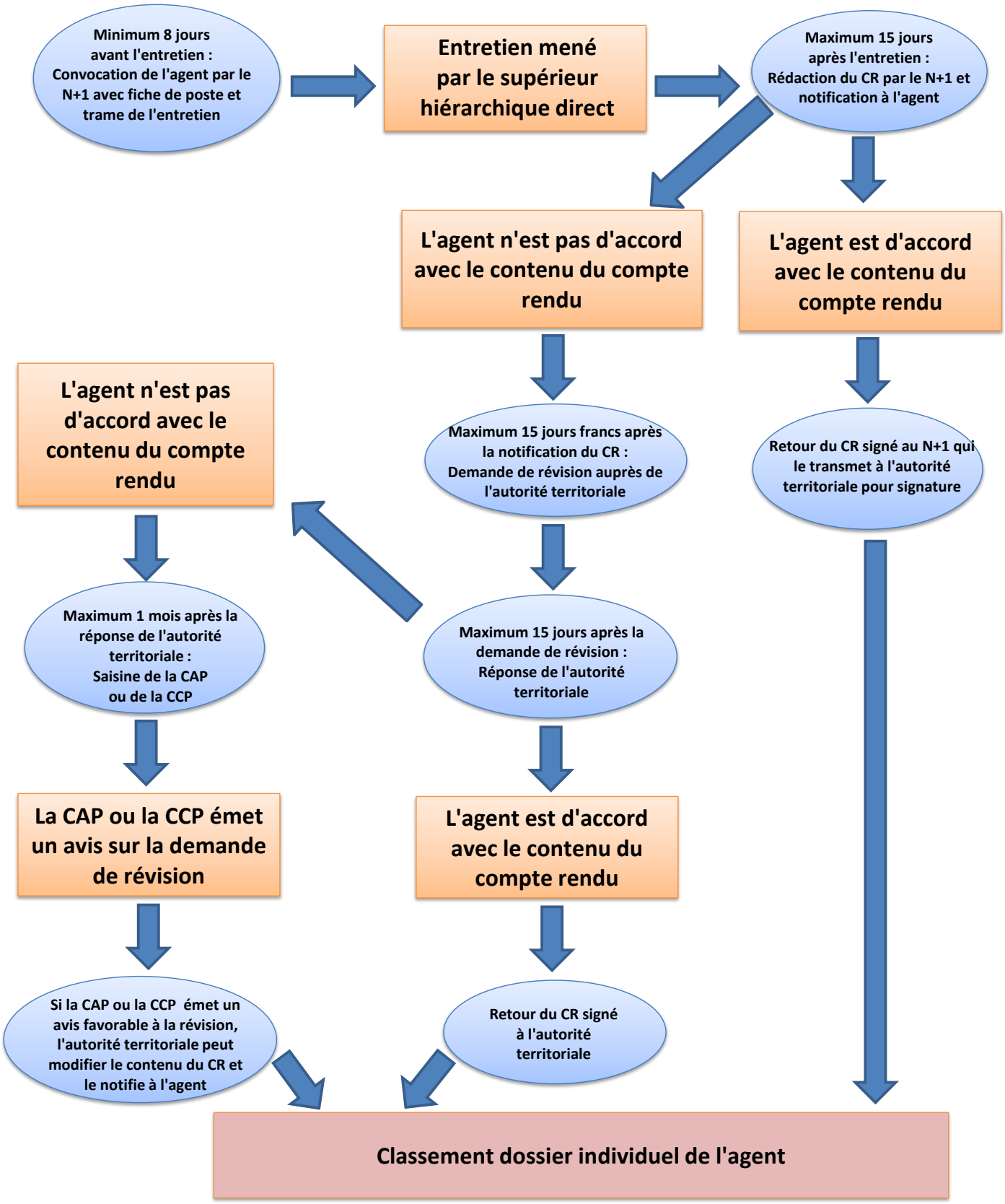LES ETAPES DE L'ENTRETIEN PROFESSIONNEL