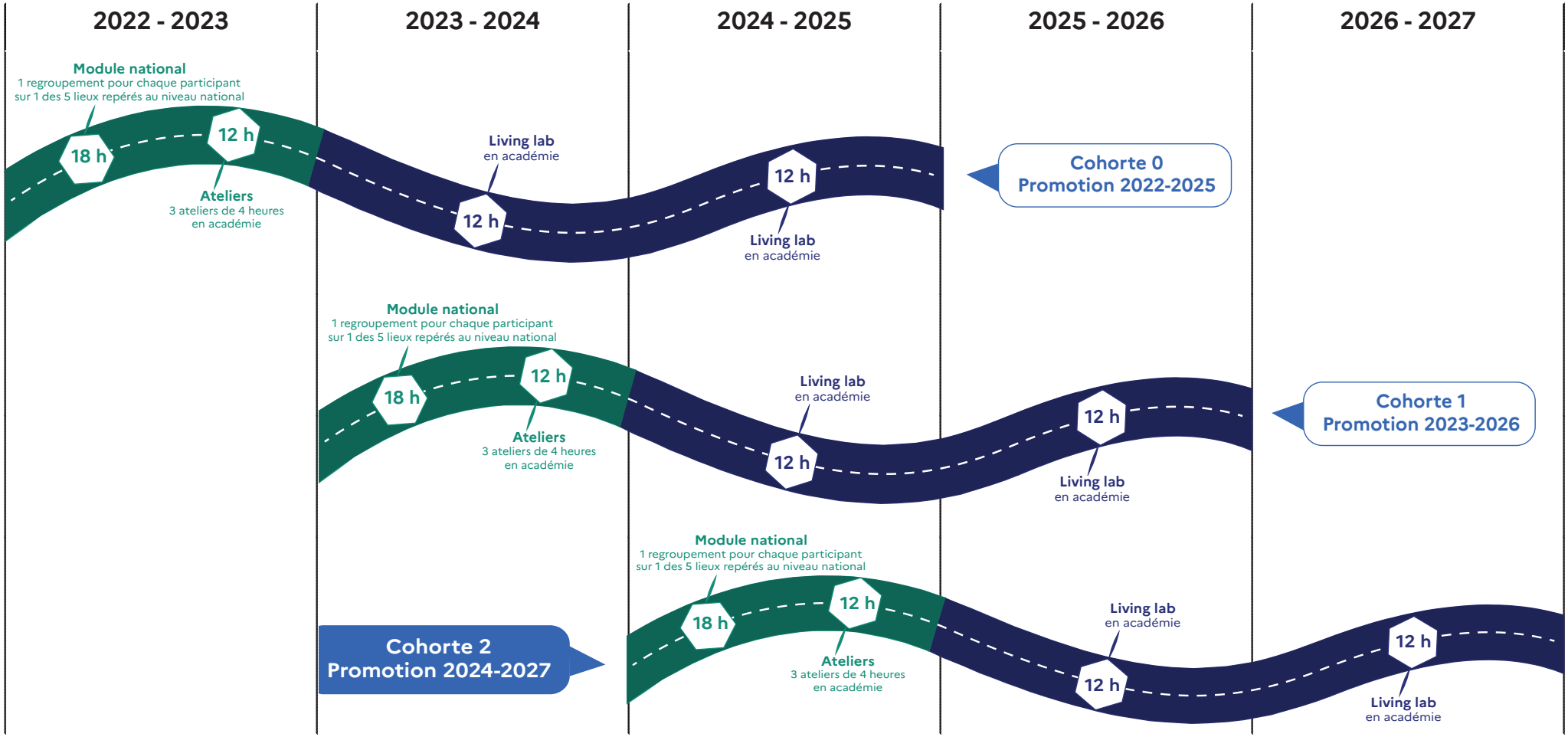Les compétences du manager