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Nota di contenuto	Intro -- TABLE DES MATIERES -- En quoi consiste un feedback efficace ? -- Donner un feedback : les dix erreurs a ne pas commettre -- Le modele de feedback SCI -- Donner un feedback : les ecueils typiques -- Maitriser le modele SCI : quelques conseils -- Fournir un feedback SCI virtuel -- Synthese -- Suggestions de lectures -- Plus de contexte.
Sommario/riassunto	Effective feedback, whether it's meant for your boss, your peers, or your direct reports, is built around three ideas. One, focus on the situation. Two, describe the other person's behavior you observed in that situation. And third, describe the impact that behavior had on you. The result is a message that is clear and that can inspire action and productive change