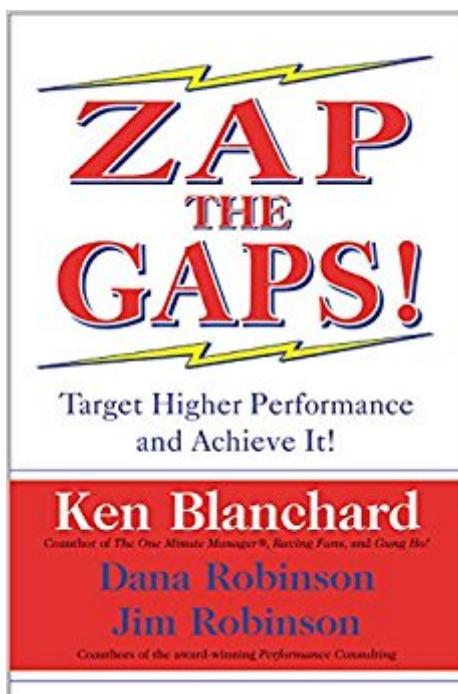


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# Zap The Gaps! Target Higher Performance And Achieve It!



## Synopsis

Target Higher Performance and Achieve It! In the bestselling tradition of The One Minute Manager, Zap the Gaps combines a fast-paced business parable with step-by-step instructions for implementing the GAPS approach to problem solving.

## Book Information

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## Customer Reviews

Brief, reality-based business fables are all the rage these days, as consultants, strategists, and other savvy professionals seek interesting, reader-friendly ways to present their latest ideas. Zap the Gaps! continues in this genre by weaving a highly practical and easily adaptable program for improving workplace performance into a solidly informative tale--this time about the trials and tribulations at a large computer firm's troubled customer service center--that most corporate denizens will quickly identify with. Ken "The One-Minute Manager" Blanchard teams here with problem-solving specialists Dana Robinson and Jim Robinson to present the enlightening story of Dyad Technology's discovery and implementation of their anachronism-based GAPS approach for finding and resolving the root causes of many common business problems: (G)o for the Shoulds, (A)nalyze the Is, (P)in Down the Causes, and (S)elect the Right Solutions. By demonstrating how an "actual" company might absorb and initiate their strategy, the authors clearly show how it can aggressively bridge the spaces "between what is and what should be" and realize the true meaning behind their emphatically punctuated title. --Howard Rothman

Ã¢ ªA gem of a management book, guaranteed to help improve your companyÃ¢ ª,Ã¢ ¸s performance no matter what business youÃ¢ ªre in!Ã¢ ª (Harvey Mackay, author of the New York Times bestseller, *Swim with the Sharks without Being Eaten Alive*)

While the CD challenged the given scenarios recommendation. It gave no real training how to move forward when your client rejects your recommendations or method to analyze the gap. While it was convenient to listen to this in the car, content was below expectatio . Seller however was prompt with delivery and product was in great condition.

Story line is a bit hokey; too much story line, not enough technical information. Although the three levels of performance level "needs" were identified, I never got the feeling that they were aligned with each other. Book is light on the cause analysis. The highest level: Business Goals is missing entirely. Moreover, the book ended with the "capability needs" not solidly aligning with business needs. They were identified, yes, but not aligned. Another area of concern is the inappropriate method of prioritizing solutions. Blanchard's story characters went back to the floor to prioritize, should have gone back to the business goal & objectives.

Excellent

A quick book to read, that aids in the understanding of business gaps, and how to prevent them.

Just what I needed for class.

For as fast as you can read it and that you don't need the book afterwards to review what you learned or don't. I suggest borrowing it from the Library and save your \$10 for something worthwhile.

Ken Blanchard certainly knows how to crank out books . . . his latest, *ZAP THE GAPS!*, coauthored with Dana and Jim Robinson, describes an approach and then gives a framework for improving a company's overall performance through its people. It uses the typical Blanchard formula; i.e., a parable that will help you understand complex material by presenting it in a very readable and entertaining fashion . . . the result: you'll learn how to better solve a problem and not jump at the first

solution that comes your way . . . instead, you'll be given a technique for helping you first understand the problem's root cause--thus making for a better overall solution. But just don't think you have to work in a business environment to benefit from the book . . . its message can also be applied to nonprofit organizations, clubs and even families. You can most likely sit in one sitting, yet you'll be thinking about it long afterward . . . I especially liked this one line, used by an executive answering his phone: "Mike here. What can I do to help make your life perfect?" The same executive was quoted as giving this other bit of helpful advice: "So tomorrow start taking your staff employees to lunch. Get them to tell you their secrets, one-on-one. That won't cost your company very much at all." Lastly, I enjoyed learning the following acronym: GAPS . . . it served to summarize the book's key message, which encourages you to: Go for the "shoulds." Analyze the "is." Pin down the causes. Select the right solutions.

Blanchard and Co. are truly masters at developing a 'business fable', and in this one they remind us to get to the root cause of a problem before moving to the solution stage. In this story, GAPS is an acronym for: (G)o for the "shoulds", or what should be happening (A)nalyze the "is", or what is the current status (P)in down the causes, or get to the root of the issue (S)elect the right solution, that is of course a solution that addresses the problem. In getting to the "shoulds", we are reminded to start with the big picture (what is your business reason for existing), identify the performance metrics that define success, and then benchmark how excellent performance is delivered by the best. Now, find out what is actually happening; segregating the internal work environment issues from individual or personal capabilities when doing so. Once you know the problem(s); match it/ them with appropriate solution(s). Dennis DeWilde, author of "The Performance Connection"

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