

ZAP THE GAPS! Target Higher Performance and Achieve It!



Staff and line managers alike will welcome this innovative, proven approach to addressing business and performance challenges.

ZAP THE GAPS!

Target Higher Performance and Achieve It!

by Ken Blanchard, Dana Robinson and Jim Robinson

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Available at www.harpercollins.com

“A gem of a management book, guaranteed to help improve your company's performance no matter what business you're in!”

—Harvey Mackay, Author of the New York Times bestseller, *Swim With the Sharks Without Being Eaten Alive*

“The best things come in simple packages. ‘ZAP THE GAPS!’ offers anyone in the business a hands-on model for understanding and eliminating chronic performance problems.”

—Richard Whitely, Author of *The Corporate Shaman*

Description

People often see a problem and jump to a solution. But, if the root cause is not identified, the solution does not work. Use the GAPS! approach and avoid this pitfall. Dana and Jim Robinson have teamed with Ken Blanchard to tackle the crucial issue of human performance in *ZAP THE GAPS!* This entertaining, real-life business situation combines Ken's storytelling talents with the Robinsons' pioneer problem-solving approach.

Excerpt

Read an excerpt from this new book, and discover how the journey to higher performance begins for one manager.

The man studied the trees with a puzzled expression on his face.

There were two of them-Mexican fan palms. He knew that they had been planted in that very spot on the same day. They were of exactly the same age, the same height and the same shape when they were transported from the nursery and placed in freshly dug holes in the desert soil.

Yet, as he looked at them, it was obvious that one had thrived while the other had somehow fallen behind. One was tall and sturdy in appearance; the other seemed dwarfed. The difference was striking.

"So what happened?" he asked. "They were planted at the same time. Why is one so much shorter? Why is there such a wide gap?"

"Good question" was the reply. "In order to answer it, we're going to have to get to the root causes."

"You mean it has something to do with the roots?" the man asked.

"I didn't exactly say that. There could be a number of considerations here. We can't just jump to solutions."

"I understand," said the man. But he really didn't. It was still a mystery to him.

With this brief glimpse into the future, we begin our story—the journey of William J. "Bill" Ambers, a man who is about to discover that trees and companies—and the people and teams who work for those companies—have a lot in common.

Testimonials

"This book looks beyond traditional training and human resource approaches, to the stuff that really supports performance in teams and individuals. A must read in these changing times."

Elliott Masie, President
The MASIE Center

"This book provides compelling insights and strategies for identifying the root causes of organizational issues; it is a must read for all line managers and executives."

Tamar Elkeles, Ph.D., Vice President Learning and Development
QUALCOMM

"'ZAP THE GAPS!' is a 'must read' that is destined to be a human performance improvement classic."

Richard Chang, CEO
Richard Chang Associates,
and author of *The Passion Plan* and *The Passion Plan at Work*