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~~Zap the Gaps!: Target Higher Performance and Achieve It ...~~

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Zap the Gaps! - Ken Blanchard - Hardcover Zap the GAPS is a book about looking at your team/company/project and finding the diff between the "shoulds" and the "is", and fixing them. Good advice from the book is to do it by asking questions, high yield open-ended questions. Zap the Gaps!: Target Higher Performance and Achieve It ...

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With the help of Michael St. Vincent, gardener and legendary head of Saint's Nurseries and Landscaping, he learns to dig to the root of the problem, discovering along the way both the GAPS approach to performance improvement and a tool called the Gap Zapper. Zap the Gaps! is a must listen for anyone seeking to identify and correct the factors that negatively impact performance-so that the ultimate impact is both meaningful and measurable.

~~Zap the Gaps! by Ken Blanchard, Dana Robinson, Jim ...~~

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

~~Zap the Gaps! — Ken Blanchard — Hardcover~~

Characters : Angela Krafft results-oriented boss, Bill Ambers protagonist director of customer service in a call center, Sarah HR counterpart and mentor, Landscaper Michael St. Vincent
About : Identifying gaps that costs billions and their causes so as to dig right solutions > companies and persons have a lot of uniqueness in them like Plants or Trees or other living beings

~~Zap the Gaps Summary at — WikiSummaries~~

Zap the Gaps! By Ken Blanchard; Dana Jim Robinson 6. Presented by 7. Preamble In Zap the Gaps, Bill Ambers, the director of customer service in a high-tech firm, encounters a business problem: His call center is not making its numbers.

~~Zap the Gap — SlideShare~~

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"

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company might absorb and initiate their strategy ...

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Book Review☐☐ZAP The GAPS☐ by Ken Blanchard | Devilisty's Blog Zap the Gaps! continues in this genre by weaving a highly practical and easily adaptable program for improving workplace

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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.

~~Zap The Gaps By Ken Blanchard~~

The key to closing performance gaps is uncovering the reasons for the gaps. Based on the book "Zap the Gaps" by Ken Blanchard, this session introduces participants to Performance Gap Analysis using...

~~Zap the Gaps~~

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