



Zap the Gaps!

By Ken Blanchard, Dana Robinson, Jim Robinson

HarperCollins Publishers (Australia) Pty Ltd. Hardback. Book Condition: new. BRAND NEW, Zap the Gaps!, Ken Blanchard, Dana Robinson, Jim Robinson, This text combines a fast-moving business parable with step-by-step instructions for implementing the "GAPS" approach to problem solving. In our uncertain economy it is important for companies to be performing at their peak capacity. Budgets and staff have been slashed across the board and managers must solve the problems at their root. In many cases the "solution" does nothing to solve the problem because the manager has not uncovered the root causes of the problem, but rather tried to smooth over the top. This text should provide the strategies necessary for individuals working at any level to avoid destructive pitfalls and become star performers. Through a parable which chronicles the woe of a fictitious manager who discovers the "GAPS" approach to performance improvement, "Zap the GAPS!" provides an example of how to implement this strategy. It illustrates how the formula can, and will, be successful. GAPS stands for G - go for the shoulders, A - analyse the is, P - pin down the causes and S - select the right solutions.



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