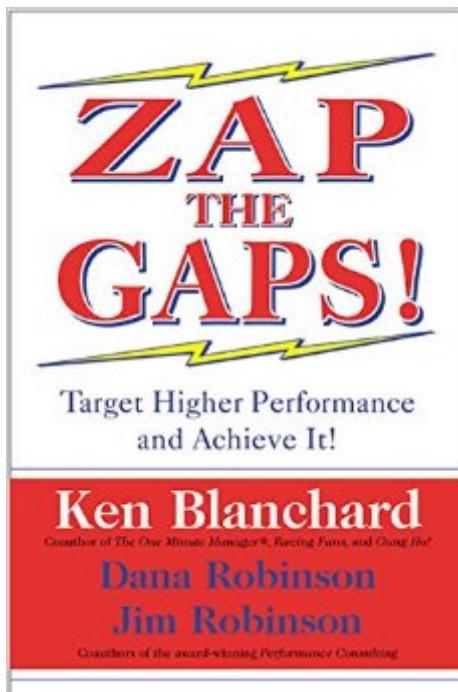


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# Zap The Gaps! Target Higher Performance And Achieve It!



## Synopsis

Target Higher Performance and Achieve It! In the bestselling tradition of The One Minute ManagerR, Zap the Gaps combines a fastâ “moving business parable with stepâ “byâ “step instructions for implementing the GAPS approach to problem solving.

## Book Information

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Average Customer Review: 3.5 out of 5 starsÂ ¤ See all reviewsÂ (22 customer reviews)

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## Customer Reviews

This is a very quick read. 1-2 hours and you're done. It's a cute little story about 2 people trying to improve quality and performance for their company. The story is about the advice they receive from a friend which is simple and presented well. It's really nothing you can't find in just about every other management book out there. Analyze the problem, look for options and choose the best method to fix it. If you're reading this, chances are you've read other management books. There isn't anything groundbreaking here. But there certainly isn't anything bad about it either. I personally would recommend "The Power of Six Sigma" by Subdir Chowdry over this. But you won't go wrong if you do decide to pick this one up.

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.

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.

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 expectation. Seller however was prompt with delivery and product was in great condition.

Ken Blanchard takes a small, but useful management process and stretches it over a 100+ page story. My complaint is I had to read a long story to get very little useful information. As a successful Call Center Manager myself, I find that Ken Blanchard misses the mark as the substance he presents is just a very small piece of successfully improving a call center.

The befuddled manager, the wise old man, some simplistic advice (what is the difference between where you are and where you want to be?). Nothing new, but some good basic reminders.

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 problemIn getting to the "shoulds", we are reminded to start with the big picture (what is your business reason for existing), indentify 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"

Zap the Gaps is a sure fire way with tips n tricks to improve the Management skills n shoot rise high the company performance. The book marvels a class to bridge the gaps to approach, find and resolve the root causes of the management flaws at grass root levels. The authors state to adopt enhanced strategies to bridge the gaps between the management n employees. The win to excel rule is applied to better the workplace environment to sail smooth in a more applied work force results. The authors have engaging tale with examples as they focus on the problem of high tech firm and their tool Zap gapper brings in a sea of change to tackle the issues. A must read for CEOs n Managers to boost up their egos n bring out the potentialities of employees to scale for better performance. It sure is like zapping in action for results with a more 'Team work - We n Us'

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