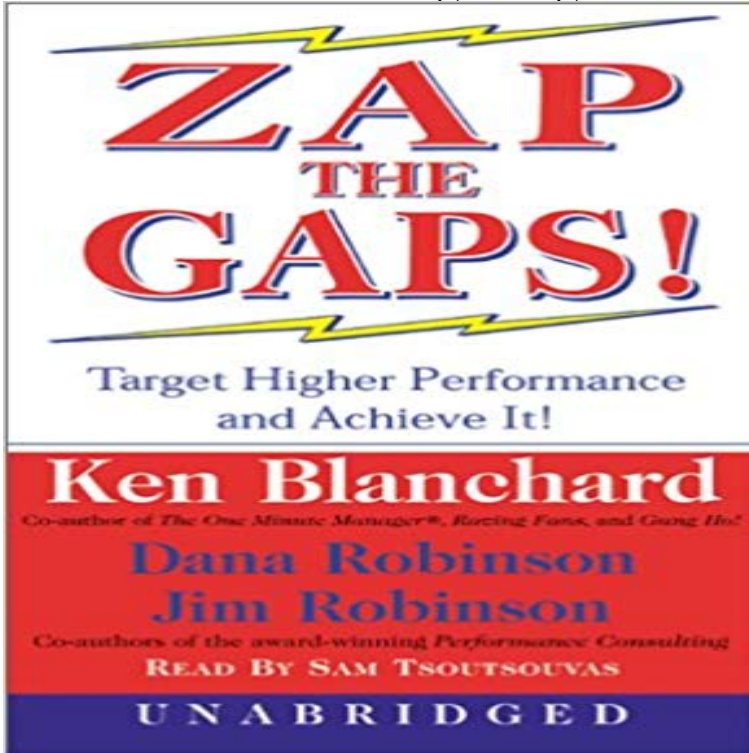


## ZAP THE GAPS! Target Higher Performance and Achieve It!



With the business classics *The One-Minute Manager*<sup>TM</sup> and *Raving Fans*, bestselling author Ken Blanchard has become a nationally recognized business guru. Now, Blanchard teams up with Dana and Jim Robinson to tackle the crucial issue of human performance in *Zap the Gaps!*, an entertaining business parable that combines Blanchard's story-telling talents with the Robinsons' pioneer problem-solving approach. In *Zap the Gaps!*, Bill Ambers, the director of customer service in a high-tech firm, has a problem: his call center is not making its numbers. With the help of Michael St. Vincent, gardener and legendary head of Saints 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.

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