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CHAPTER 1

What's the GAP?

Hey! I'm glad you're here!

This is potentially one of the several most important books you're ever going to read. That's quite the statement to make, right? But it's true.

The reason is because the topic, the issues, the challenges that you and your generation are facing are big enough to cause you pain and stress for the rest of your life.

Great, thanks Todd! Just what I want to read, a book that's going to depress me! Actually, we're not going to spend a lot of time focusing on the problems, we're going to spend the vast majority of our time together focused on what can you do to solve the problems, to overcome the challenges and to be the exception in the workforce.

Now, don't get me wrong, we're going to look into what is the biggest problem for your generation in the workforce, because to fix a problem, we need to understand it first.

So that's where we're going to start, but we're going to quickly move into what you can do about it? How do you deal with this problem? I want to walk with you through how you can change your future, and the future of your generation. It's not just about you, there's a generation counting on you.

The problem in front of you and your generation is something I call "The GAP". The GAP is the difference between what employers and customers expect when they hire you and what your generation is actually bringing into the workforce. Overall, there's a big difference, a big GAP.

Now, the thing to remember is that there are always exceptions in each generation, and you are one of those exceptions. Why did I just say that? Why would I assume that you're an exception?

Simple, if you were like many of your generation you'd be sitting around making excuses for the GAP. You're not doing that, instead you're learning new tools and skills that will erase the GAP for you as you enter or continue in the workforce. You care enough to do something to become better!

That's why I'm glad you're here. Your generation needs leaders. People who will challenge them and help them to become exceptions as well, because the reality is – your generation is failing as they're entering the workplace. In fact to be brutally honest: we're watching a generation with huge potential crash and burn instead of moving towards the success they're capable of.

They need people like you. The opportunity for you to lead has never been bigger.

OK, so what exactly is the GAP and what are its effects?

When an employer hires an employee, or when a customer does business with someone, there are certain things they expect, that they need to expect.

They need to be able to depend on them, that the employee or business will be on time, that they'll provide the service and products they pay them for, that they'll have a certain skill level, that their attitudes are positive in the workplace, that they'll be able to handle a certain amount of pressure, that they'll solve the necessary problems, and that they'll do their best and continue to get better.

If those are the things that are expected when you're hired, what are we actually seeing in the youngest generation entering the workforce? I'm talking about your generation, Gen Z.

Here's what we're finding:

Gen Z employees:

Are often late, and sometimes don't even show up at all
Often struggle with meeting deadlines
Get anxious when they need to learn new skills
Are addicted to their cell phones
Have a significant challenge with face-to-face communication
Avoid conflict even more than other generations
Find hard work a challenge – complaining about the work is common –
it's boring, it's not my passion, and on and on.
Accepting and learning from correction is more of a problem than it is
for other generations

That's kind of depressing, isn't it? It would be if that's where we stayed.
But we're not staying there, we're going to work through what you can
do to be the exception to that list.....