CONTENTS

Chapter

- 1. So what exactly is the GAP?
- 2. How did we end up here and what's the solution?
- 3. But it feels like I'm parenting my employees!
- 4. Start at the beginning Hiring well
- 5. Know your values
- 6. What's your purpose and why it matters?
- 7. Set clear and measurable expectations
- 8. Consistent Accountability
- 9. Correction and Affirmation 2 sides of the same coin
- 10. Consistent Evaluations
- 11. Providing growth opportunities
- 12. Going the Extra Mile
- 13. Regulating Cell Phones
- 14. Set them up to fail
- 15. Meeting deadlines
- 16. Communicate effectively and much!
- 17. Lead productive conflict model and teach it
- 18. Teach problem solving
- 19. Expect personal responsibility
- 20. Practice and teach critical thinking
- 21. Their (and your) personal choices matter
- 22. Teaching about money budgets matter
- 23. The opportunity of a lifetime!