

The Guide to Gap Closing

STEP 1: Articulate the difference between present practice and excellence.

STEP 2: Diagnose the cause of the gap between the two.

STEP 3: Set goals to drive toward excellence. Know what exactly you are trying to accomplish.

STEP 4: Manage the change.

- Invest in an efficient and effective plan for HOW to get results.
 - Articulate the HOW - being super mindful of establishing clear roles and responsibilities and efficiency.
 - Start small and simple. Set your team up to get quick wins before tackling large, complex problems.
 - Identify what each of your core constituencies will do to drive toward goals.
 - Set concrete checkpoints for follow-up and follow-through. Plan for how you will react if things DON'T go to plan.
- Frontload expectations and delegate to key team members/constituencies; convey how you will follow-up.
- Use the 10:1 ratio for follow-up. Ensure your plans are focused on outcomes and are heavy on accountability rather than on inputs.

STEP 5: Evaluate your efficacy, rinse, and repeat.