

## Your Action Plan

1. **Be consistent:** Whenever you work on a solution that affects people's workflows – conduct a GAP Assessment. It's not overkill – it's a smart and better way of working. It increases the likelihood of success for both you and the customer.
2. **Use GAP Assessment Data Actively:** A good GAP Assessment sharpens your perspective – whether we're talking about sales, delivery, or adoption. This is where you stay ahead and gain a deeper understanding of the current situation and where the organization wants to be. It's where you can highlight pain points, and identify the organization's opportunities and risks. You gain a stronger foundation to act as a trusted advisor, facilitator, and challenger.
3. **Repeat, even when it feels unnecessary:** The best results come from consistently working with the method. It's a bit like training – it only works when done continuously. Remember, "Consistency is the mother of mastery." It's not about doing something perfectly once, but about doing it repeatedly, even when it's challenging. The key is continuity.

