

In order to do something successfully, we need the will to do it, the skills to do it, the knowledge to do it, the capacity to do it, and the emotional intelligence or emotional resilience to do it. So when someone isn't able to do something...

MIND THE GAP

What kind of gap is it? How do we know what kind of gap it is?

What kind of data can I gather to determine what kind of gap it is?

How big is the gap?

