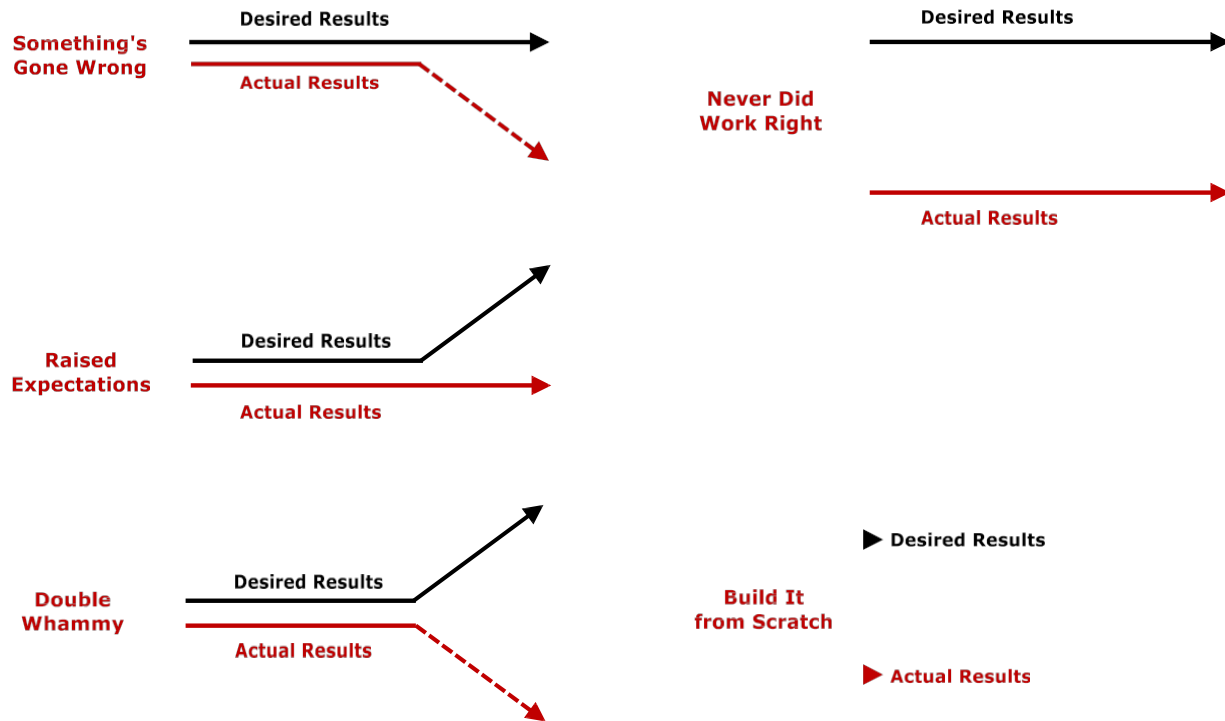


# Tools for Knowledge Workers

## Five Kinds of Gaps



A problem is often defined as a gap between desired and actual results. It's not as simple as it sounds because those gaps can come about in five different ways. All five are illustrated above. A brief perusal of the five suggests that a different approach is needed for each one. There are three basic approaches: (1) **Repair** (i.e., put things back the way they were), (2) **Refine** (i.e., improve upon existing arrangements) and (3) **Engineer** (create entirely new systems, processes, etc.). For more about the five gaps and the three approaches, here are two links: [Five Kinds of Gaps and What to Do About Them](#) and [Choosing the Right Problem-Solving Approach](#).

