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# Zapp!: the Lightning of Empowerment Complete - video ...

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ZAPP is the giving of power and SAPP is the taking of power. They went back to Dept Z in the 12th dimension and invisible to the employees and noticed the people pretty much ran their own jobs. They could make lots of decisions on their own, and they acted as if their jobs were important to them.

# **Zapp! The Lightening of Empowerment - etouches**

Zapp!: the lightning of empowerment : how to improve productivity, quality, and employee satisfaction William C. Byham , Jeff Cox Harmony Books , 1990 - Business & Economics - 200 pages

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