

CEP Magazine – October 2018 Gerry Zack's investigatory reflex

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I am having a blast working with SCCE & HCCA's Incoming CEO, Gerry Zack. I watch him make decisions, and I am very impressed. I keep asking myself, "What has he got that others don't? Why is he different? What is he doing differently? How does he do it?" I have to tell you, my friends, not many people can play the game of business at the level Gerry does. Part of it is his extensive compliance investigatory training. He has tremendous investigatory reflexes, which is one of the keys to success in business. When a decision must be made, he thinks, "Start investigating." Others just start talking, shooting from the hip, and blurting out answers. Gerry quietly starts gathering relevant information. I have seen him do this many times.

It's pretty funny. I am no business chump, but I will often start out the business decision-making process with a lot of animation. Gerry starts out the business decision-making process as if he is picking up a Rubik's Cube for the first time and examining it to see how it works before he tries to solve it. It's as if he picks up the business opportunity/problem and starts turning it over and over in his hands and looking at it from all angles. While everyone else is immediately deciding things and pointing in totally different directions, or while I am wailing and gnashing my teeth, Gerry is quietly asking questions and gathering information. But that is not all.

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