

# GWC™ - The Difference Between “Capacity” and “Get It”

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*This is from EOS Worldwide.*

One of the core EOS® tools for helping a leader determine whether someone is in the right seat is GWC™, which stands for Get it, Want it, and Capacity. When evaluating whether someone GWC's their job, you must ask three questions – Do they Get it? Do they Want it? Do they have the Capacity to do it? – and answer either "Yes" or "No" to each question. "Maybe" is not an option.

If any one of the three answers is "No," then that person is in the wrong seat. It's a very simple and powerful exercise, but when leaders begin to use this tool, they sometimes experience confusion between “Get it” and “Capacity.” Here's the difference.



## Get It

“Get it” has to do with a deep understanding of the business function and associated roles. When someone gets it, all of the neurons in his or her brain connect when it comes to functioning in the role. He or she has a feel for all of the ins and outs of the position.

A “No” in getting it (or wanting it) is non-negotiable, and isn't solvable. If the person doesn't “Get it,” it's time to find someone who does.

## Capacity

“Capacity” has to do with talent, skills, abilities, time, and knowledge. When someone has the Capacity, he or she is capable of doing the work that needs to be done.

Sometimes a “No” here is solvable. While a problem of capacity can be solved, it is rare. If you believe the right person can gain the capacity and you're willing to invest the time, resources, and energy for him or her to do so, do it.

Unfortunately, most growing organizations need the seat filled completely now and they don't have the luxury of waiting one to three years for someone to gain the capacity. Sometimes it's a time capacity issue that can be solved by helping the person delegate and elevate to have enough time to do the job well.

## Is Everyone in the Right Seat?

With “Get it” and “Capacity” now clear, think about all of your people right now. Is anyone sitting in a seat who doesn't get, want, or have the capacity to do the job? If any of the three answers is “No,” you must make a change. You owe it to the company and to that person.

*Keep Moving!*

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