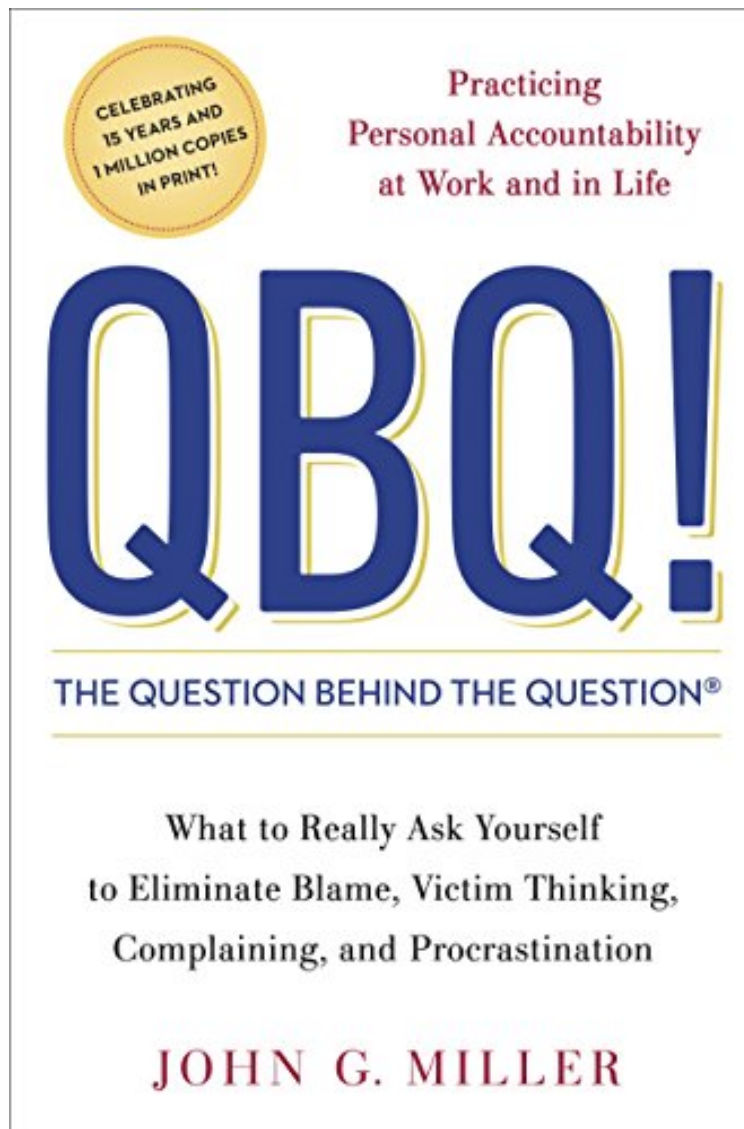


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## QBQ! The Question Behind the Question: Practicing Personal Accountability at Work and in Life

*John G. Miller*

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our business! Thank you Mr. Miller! 1 of 1 people found the following review helpful. QBQ at work...By Mark PettkeGreat insite on personal accountability. My team read the book about 8 months ago and it is very common to hear team members calling out others simply by say "QBQ" when they catch each other making excuses or playing the victim. Needless to say, the culture is changing around here thanks to the QBQ! Thanks John Miller! 1 of 1 people found the following review helpful. A must read for anyone who works!By Wendy W.This is a great book for someone just entering the professional world or even those who have been there for awhile. Being in the latter category, I found it was a good reminder of the things I used to be better at, but maybe let slide as time has gone on. It was required reading at my new employer. I had to give their copy back then bought my own because I need to be reminded again....and again! Lol. Seriously this is a quick read and highly recommended.

The lack of personal accountability is a problem that has resulted in an epidemic of blame, victim thinking, complaining, and procrastination. No organization—or individual—can successfully compete in the marketplace, achieve goals and objectives, provide outstanding service, engage in exceptional teamwork, or develop people without personal accountability. John G. Miller believes that the troubles that plague organizations cannot be solved by pointing fingers and blaming others. Rather, the real solutions are found when each of us recognizes the power of personal accountability. In QBQ! The Question Behind the Question, Miller explains how negative, ill-focused questions like "Why do we have to go through all this change?" and "Who dropped the ball?" represent a lack of personal accountability. Conversely, when we ask better questions—QBQs—such as "What can I do to contribute?" or "How can I help solve the problem?" our lives and our organizations are transformed. THE QBQ! PROMISE This remarkable and timely book provides a practical method for putting personal accountability into daily actions, with astonishing results: problems are solved, internal barriers come down, service improves, teams thrive, and people adapt to change more quickly. QBQ! is an invaluable resource for anyone seeking to learn, grow, and change. Using this tool, each of us can add tremendous worth to our organizations and to our lives by eliminating blame, victim-thinking, and procrastination. was written more than a decade ago and has helped countless readers practice personal accountability at work and at home. This version features a new foreword, revisions and new material throughout, and a section of FAQs that the author has received over the years. From the Hardcover edition.