

Eliminate Blame, Complaining, and Procrastination

All organizations suffer from these critical problems. **Personal accountability is the solution** and the QBQ! is a tool that brings it to life. The QBQ! training and development system can help any team make personal accountability a core value within their organization. This content-rich program featuring author John G. Miller goes beyond the common topics of customer service, team building, supervisory skills, sales techniques and motivation/



attitude to lay a foundation for delivering concrete results in every arena. It's all about personal accountability ... it's just as simple as that!



QBQ! enables organizations, teams, and people to:

- Boost morale
- Adapt to change
- Enhance communication
- Increase productivity
- Foster creativity
- Develop people
- Build effective teams
- Solve problems



QBQ! is ideal for all organizations, including:

- Corporations
- Academia
- Small businesses
- Government
- Nonprofit
- Franchises

QBQ! content is universal. It provides great value to these groups and more:

- Sales
- Marketing
- Service
- Human Resources
- Operations
- Manufacturing
- Management
- Administration

John G. Miller is the author of two books, **QBQ! The Question Behind the Question** and **Personal Accountability**. He is founder of QBQ, Inc., an organizational development firm based in Denver, Colorado, dedicated to "Helping Organizations Make Personal Accountability a Core Value." A 1980 graduate of Cornell University, John has been actively involved in the organizational development and speaking industry since 1986. John lives in Denver with his wife, Karen, and their children. He serves frequently as a keynote speaker and lecturer.



To learn more about the QBQ! training system contact:

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QBQ!

ACHIEVING EXCELLENCE BY
PRACTICING **PERSONAL ACCOUNTABILITY**
IN BUSINESS AND IN LIFE

- "Why do we have to go through all this change?"
- "Why is this happening to me?"
- "When is someone going to train me?"
- "When is that department going to do its job right?"
- "Who dropped the ball?"
- "When am I going to find good people?"
- "Why can't they communicate better?"
- "Who's going to solve the problem?"

Have you ever heard questions like these?

If so, *QBQ! Achieving Excellence by Practicing Personal Accountability* is on target for your organization! The Question Behind the Question™ (QBQ™) is a powerful and practical idea that works. Now it is available as a **complete training and development system** designed for exciting in-house implementations producing *maximum* results.

Our organizational training and development philosophy:

Effective training is a

P R O C E S S

not an event. Requirements:

- P**RACTICAL CONTENT – material that explores principles, methods and purposes
- R**EPETITION – the foundation of all learning
- O**WNSHIP – by management and staff inside your organization
- C**ONSISTENT MESSAGE – each time presented
- E**ASILY CUSTOMIZED – content connected to the problems facing the organization and individual
- S**UPPORT TOOLS – user-friendly resources for the participants and facilitator
- S**PECIFIC PLAN – for implementation and follow-up



QBQ!

ACHIEVING EXCELLENCE BY PRACTICING
PERSONAL ACCOUNTABILITY
MEETS ALL PROCESS CRITERIA

QBQ! is designed to be facilitated by an internally or externally provided facilitator.

The comprehensive training system provides:

The Facilitator: A Facilitator Guide (96 pages) providing practical ideas for tailoring QBQ! and making it real, plus four instructional modules of core content. Average running time of each of these four sessions of material: 27 minutes. When facilitated in a classroom or team setting, the full program can be implemented in four 1–3 hour workshops, a half day or one full day.

In addition to the tools described above, the facilitator receives all the materials the participant does, described below.

The Participant: A 56-page, visually stimulating and easy-to-use content handbook to be completed during the instructional time, two audio CDs containing the entire training system soundtrack, a QBQ! pad and pen, and the book **QBQ! The Question Behind the Question** by John G. Miller.

QBQ! system tools pictured above: Facilitator Guide, Participant Handbook, QBQ! The Question Behind the Question book, and complete content soundtrack on audio CD.



QBQ! Content Outline

Session I: QBQ! A Tool for Leaders at All Levels

- Defining the QBQ!
- Understanding Leadership
- Two Myths of Accountability
- A Picture of Personal Accountability
- Eliminating Stress
- The Power of Choice
- Our Leadership Role

Session II: The “How To” of the QBQ!

- The QBQ! Guidelines
- Eliminate Complaining
- Stop the Blame Game
- Defeating Procrastination
- How Leaders View Problems
- The Foundation of Teamwork
- The Value of Action

Session III: Personal Accountability in Action

- Adapting to Change
- The Essence of Learning
- Serving and Coaching: A Leader's Job
- The Cornerstone of Leadership
- Understanding Communication
- The Power of Serving Others
- Accountability: A Timeless Message

Session IV: QBQ! Creativity and Integrity

- Careers Require Ownership
- True Creativity
- The Cost of Organizational Politics
- Characteristics of Achievers
- The Cornerstone of Success: Belief
- Common Gaps of Integrity
- An Integrity Test

Believers in the QBQ! Message:

American Express	Jazzercise	Purina Mills
Bayer	Land O' Lakes	Quest Diagnostics
Bell Canada	Lawson Software	Quixtar
Blockbuster	Legg Mason	Qwest
Build-A-Bear	Mass Mutual	SouthTrust Bank
Cellular One	Merck	Southwestern Bell
Chick-fil-A	Pharmaceutical	Sprint
ConAgra	Mr. Goodcents	St. Jude Medical
Country Inns & Suites	Nationwide	Strouds Linen
Drury Hotels	Financial	United Van Lines
Express Personnel	Nextel	University of Georgia
Farmers Insurance	Northwest Airlines	Wells Fargo
General Motors	Novartis	Wells Fargo Mortgage
The Hartford	Pharmaceutical	
	Pinkerton Security	

“QBQ! is a powerful concept and training process that is practical and easy to apply when confronted with the challenges we all face in our broad and diverse roles. QBQ! is making a difference for us that is truly lasting and valued. Thank you!”

J.R., Vice President, Blockbuster