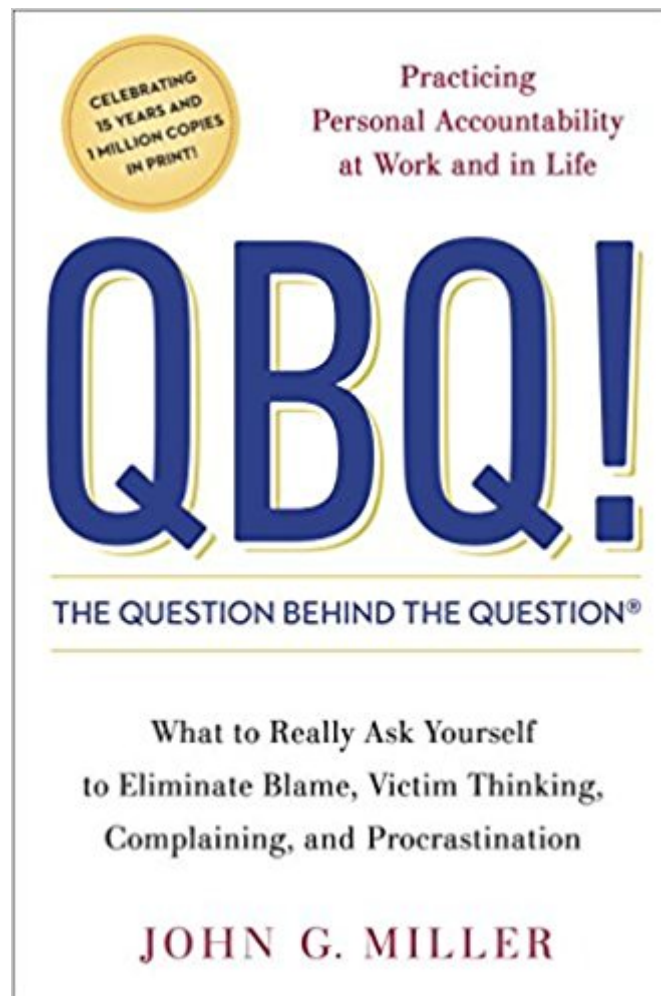




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# QBQ! The Question Behind The Question: Practicing Personal Accountability At Work And In Life



## Synopsis

Who Moved My Cheese? showed readers how to adapt to change. Fish! helped raise flagging morale. Execution guided readers to overcome the inability to get things done. QBQ! The Question Behind the Question, already a phenomenon in its self-published edition, addresses the most important issue in business and society today: personal accountability. The lack of personal accountability has resulted in an epidemic of blame, complaining, and procrastination. No organization-or individual-can achieve goals, compete in the marketplace, fulfill a vision, or develop people and teams without personal accountability. The solution involves an entirely new approach. We can no longer ask, "Who dropped the ball?" "Why can't they do their work properly?" or "Why do we have to go through all these changes?" Instead, every individual has to ask the question behind the question: "How can I improve this situation?" "What can I contribute?" or "How can I make a difference?" Succinct, insightful, and practical, QBQ! The Question Behind the Question provides a method for putting personal accountability into daily action, which can bring astonishing results: problems get solved, barriers come down, service improves, teamwork grows, and people adapt to change.

## Book Information

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## Customer Reviews

QBQ! by John G. Miller is a motivational primer aimed at purging the "blame, complaining, and procrastination" from the workplace. Miller believes that one of the hallmarks of today's business culture is a lack of personal accountability; he prescribes the cure in this series of short stories and

personal observations drawn from his years of experience running his organizational development firm. His main point is that positive change begins with individuals changing themselves: "Instead of asking, 'When will others walk their talk?' let's walk our talk first." The result is choppy (39 chapters in 115 pages), and at times Miller's advice boils down to truism and cliché. Nevertheless, managers whose workplaces demand remedial, straightforward advice should find a useful tool here. --Harry C. Edwards --This text refers to an out of print or unavailable edition of this title.

This is a quick but deep book that explores the role of personal accountability in one's work and personal life. In his own work experience, Miller found that many people look for others to blame their problems and conflicts on. He proposes that instead of asking who is to blame for the situation, we should ask, "What can I do to improve the situation?" Only by being able to ask this "question behind the question" can we take ownership of the problem and start working toward a solution. Throughout the book, Miller (who has consulted for major corporations with his firm, QBQ, Inc.) recounts real-world situations "in customer service, retail sales, personal relationships and the corporate boardroom" and the positive and not-so-positive ways they were handled. Each example reinforces the message that personal accountability and ownership of a problem not only leads to a resolution but also lifts people willing to take ownership and action above those looking to play the "blame game." From responsibility, says the author, comes leadership and greater career opportunities. In one's personal life, Miller says, ownership of conflict can also lead to enhanced relationships and greater enjoyment of daily life. Copyright © Reed Business Information, a division of Reed Elsevier Inc. All rights reserved.

Excellent book! We have used this in our company over and over again. It has made a profound difference for me both personally and in our business! Thank you Mr. Miller!

Great 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!

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.

I really enjoyed how this author presented the topic of personal responsibility. While the book seems to be written for someone with very little education, and the people most likely to read it are already seeking ways to accept accountability in their lives, what I find most profound is a set of tools for discussing accountability with others. If you are a finger pointer, this book will give you tools for overcoming your own worst enemy. More importantly, if you are a parent, manager, or member of any group, this book gives you great examples of how to discuss, teach, and instill the idea of personal responsibility in those you work and live with every day.

John's stories are great and "easy to digest" examples of personal accountability. It reminded me of a lesson learned years ago. There are only 3 options for most every situation. 1) change yourself, 2) change the situation which would include people, or, 3) remove yourself from the situation. 2) is rarely an option. If only everyone would follow QBQ....what could we accomplish?

I love a couple of things when I pick up a book. I love when the title is clear and promises me something tangible (something of course that I care about). And I love it when the book delivers. When the book is also written by a really smart person, who I've had the privilege to work with a bit, it is even better. This book is all of these things. John G Miller, author of QBQ - the Question Behind the Question among others, has written a fast paced, easy to read and hard to put down book about making our organizations more... outstanding! He accomplishes this with 47 short chapters with titles that make the lesson clear. Some examples include: Make No Excuses Do What You Promise Be Fast Be Flexible: Put People Before Policies Seek No Culprits (and 42 more!) A cynic would say "I already know or have read most of those things." Perhaps this is true, though I doubt it would be true for all 47 and I more highly doubt that you and your organization as doing all 47. Each chapter is carried by one or more stories and examples, and is illustrative rather than preachy. You can read one each day, over a couple lunch breaks or in one sitting. My guess is you will find one or more that resonate with you in a way that leads you to share it with your team or colleagues. However you choose to use it, do use it!

So true! Every adult should read this book!

Great insightful book. Short and sweet. Inspired me both by its message to ask wiser questions and by its brevity. Gave me confidence to release my kindle book in a paperback format despite its shortness.

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