

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

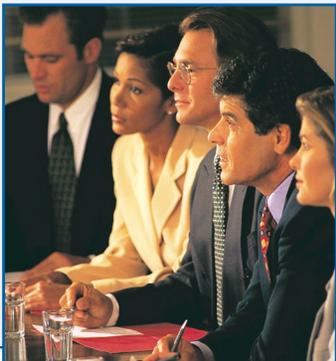
John G. Miller goes beyond the common topics of customer service, team building, supervisory skills, sales techniques, and motivation/attitude to lay a foundation for delivering

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



More Client Opinions

We have now trained 300 of our 1,000 employees with QBQ! and it is so EASY to facilitate! The well-designed Facilitator Manual walks the novice through every step to make the course effective and successful in building personal accountability into our culture.

Michelle Hopper, Organization Development, Carter & Burgess, Inc.

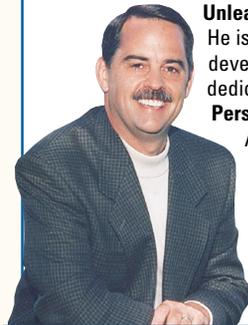
The reception to QBQ! from my management team was terrific! I was very pleased with the depth of thinking and conversation around the "pause and process" points outlined in the facilitator guide. We conducted the training over two afternoons. We plan to deliver this material to others in our organization.

Bob Whip, President, Horizon Fitness

QBQ! is the hottest thing around here these days. Our people really seem to "get it" and the message is hitting home! Thank you for such a great training system.

Dave Field, VP Operations, Interprint, Inc.

John G. Miller is the author of two books, **QBQ! The Question Behind the Question** and **Flipping the Switch ... Unleash the Power of 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.

Your QBQ! Training Contact

**Scott Blessing, President
INSPIRED LEADERSHIP NOW, LLC**

Direct: (484) 794-5300
405 Oak Hill Lane
Wyomissing, PA 19610

scottblessing@comcast.net



QBQ! Training Program

Eliminate Blame, Complaining, and Procrastination

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**WNERSHIP — 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! has had tremendous impact on our organization. I have had the opportunity to facilitate the QBQ! program to over 100 employees and nothing but positive feedback! Participants say this is the best course they have ever attended. People are even asking to be placed into a class. And, QBQ! has been very helpful in my own life. I look forward to continuing to spread the message of personal accountability throughout our entire organization!

Glenn J. Newby, Safety Manager, BNSF Railway

QBQ!™

ACHIEVING EXCELLENCE BY PRACTICING PERSONAL ACCOUNTABILITY

The QBQ! program can be facilitated by an internally or externally provided facilitator.

QBQ! content is presented on DVD by author John G. Miller.

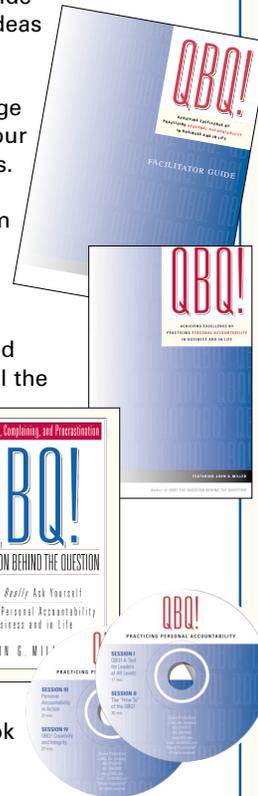
The comprehensive training system provides:

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- to 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
Aventis
Bausch & Lomb
Bayer Corp.
Bell Canada
Ben Venue Labs
Blockbuster
Blue Cross of MN
BNSF Railway
Build-A-Bear
Caldwell Banker
Cantex HealthCare
Carlson Co's
Citigroup
Dell Computer
Eli Lilly
EquiFirst Mortgage
Ethicon/J&J
Exempla HealthCare
Express Personnel
Farmers Insurance
1st National Bank of
Arizona
Ford
GE Fanuc

General Motors
Georgia Pacific
Georgia Power
Guidant Corp.
Home Depot
J.C. Penney
Kaplan Learning
Kraft Foods
LandAmerica Title
Lockheed Martin
Manpower
MasterCard
Nationwide Financial
Nokia
North American
Title
Novartis
Pharmaceutical
Oracle
Papa John's Pizza
Philip Morris USA
Pier 1 Imports
Potlatch Corp.
Publix Supermarkets
Pulte Corp.

Quest Diagnostics
Radio Shack of
Canada
Rockbottom
Restaurants
Royal Bank of
Canada
Schwan's Foods
Simplot
Sonoco
Sprint
State Farm
SuperValu
Pharmacies
Taco Bell
Tyco HealthCare
UNUM Provident
U.S. Department of
Defense
Verizon Wireless
Wells Fargo Corp.
Wendy's
Weyerhaeuser
Wilson's Leather
Wyeth Labs

The QBQ! training system on personal accountability has eliminated the "we've always done it that way" mindset. Creating a NO BLAME environment has made staff much more forthcoming about their own performance and ways to improve. Clearly, the training has enhanced overall job satisfaction—and our surveys are now showing these great results!
Sharon L. Harris, Laboratory Director, Harris Methodist Hospital