



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

By John G. Miller

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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.

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QBQ! The Question Behind the Question: Practicing Personal Accountability at Work and in Life By John G. Miller Bibliography

- Sales Rank: #2153 in Books
- Brand: WaterBrook Press
- Published on: 2004-09-09
- Released on: 2004-09-09
- Original language: English
- Number of items: 1
- Dimensions: 8.50" h x .68" w x 5.88" l, .84 pounds
- Binding: Hardcover
- 160 pages

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Editorial Review

Amazon.com Review

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*

From Publishers Weekly

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.

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Review

Country Inn & Suites hotels provides 15,000 copies of QBQ! to guests/staff worldwide in Book It and Return program! -- *Press Release*

Users Review

From reader reviews:

Carissa Taylor:

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