

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

By John G. Miller

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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.

QBQ! 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.

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

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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*

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Madeline Wayt:

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