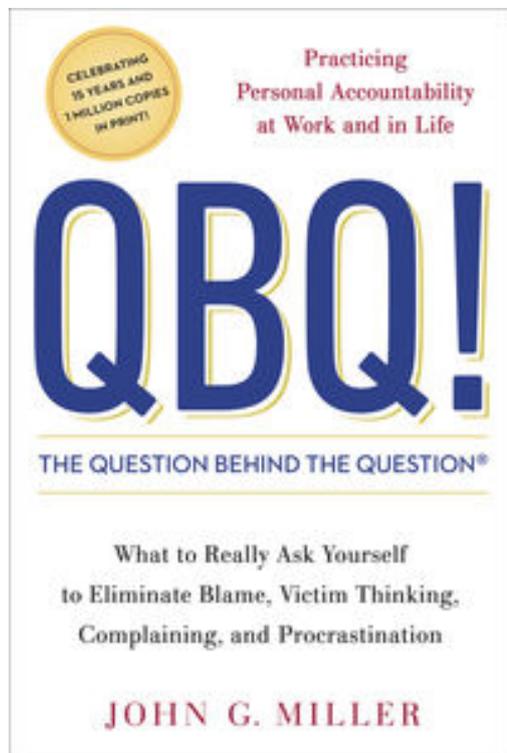


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The lack of personal accountability is a problem that has resulted in an epidemic of blame, victim thinking, complaining, and procrastination. No organization—or individual—can successfully compete in the marketplace, achieve goals and objectives, 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.

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