

[PDF] QBQ! The Question Behind The Question: Practicing Personal Accountability At Work And In Life

John G. Miller - pdf download free book

Books Details:

Title: QBQ! The Question Behind the

Author: John G. Miller

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Description:

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.

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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