



QBQ!: The question behind the question. What to really ask yourself. Practicing personal accountability in business and life

John G Miller

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Have you ever heard questions like these? "Why do we have to go through all this change?", "Why don't they communicate better?" "When is someone going to train me?", "Who dropped the ball?" "When is that department going to do its job right?", "When will someone share the vision?" "Why is this happening to me?", "When will we get more tools and better systems?" If so, QBQ! is the book for you and your organization. In today's business culture, the lack of personal accountability is a problem that has resulted in an epidemic of blame, complaining, and procrastination. No organization -or individual -can achieve its goals, compete in the marketplace, fulfill its vision, or develop people and teams without personal accountability. The solution is an entirely new approach - characterized by new thinking and behaviors - where we no longer give lip service to teamwork, but ask, "What can I do to contribute?" and "How can I make a difference?" John G. Miller helps us make this happen. This new, hard-hitting book from the author of Personal Accountability shows us all how to become more effective and successful. Using succinct, light-hearted stories and easy-to-read chapters, Miller gives us a practical method for putting personal accountability into daily action, which can bring astonishing results: Problems get solved, internal barriers come down, service improves, teamwork grows, and people adapt to change more quickly.

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Wanda Holmes:

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