

Personal Accountability and the QBQ (Question Behind The Question)

Have you ever heard questions like these: “Why do we have to go through all this change? Why is this happening to me? When is someone going to train me? When is that department going to do its job right? Who dropped the ball? When am I going to find good people? Why can’t they communicate better? Who’s going to solve the problem?” If so, QBQ! Achieving Excellence by Practicing Personal Accountability is on target for you!

Be outstanding through personal accountability. QBQ! stands for “Question Behind the Question (QBQ)”. In other words, your success personally and professionally depends on your willingness and ability to ask the right kind of questions. These questions create personal accountability and eliminate procrastination, blame and complaining. The right questions all begin with “what” or “how”, contain an “I” and must be focused on action. Since the only person you can control or change is yourself, “I” must be part of a QBQ question.

The 1-day Question Behind the Question™ (QBQ™) is a powerful and practical workshop that works. QBQ! enables organizations, teams, and employees to: boost morale, foster creativity, adapt to change, develop people, enhance communication, build effective teams, increase productivity and solve problems.

To learn more, visit or call:

davenport.edu/ipex/leadership | (616) 233-2589

After completing this course, you will be able to:

- Define the QBQ! (Question Behind the Question™)
- Understand leadership and the picture of personal accountability
- Eliminate stress and recognize the power of choice and our leadership roles
- Apply the QBQ! Guidelines to eliminate complaining and stop the blame game
- Defeat procrastination
- Recognize how leaders view problems, the foundation of teamwork, and the value of action
- Adapt to change (the cornerstone of leadership)
- Utilize effective communication and the power of serving others
- Take ownership of your career
- Demonstrate true creativity
- Recognize the cost of organizational politics and the characteristics of achievers
- Identify gaps of integrity
- Acknowledge the cornerstone of success: belief