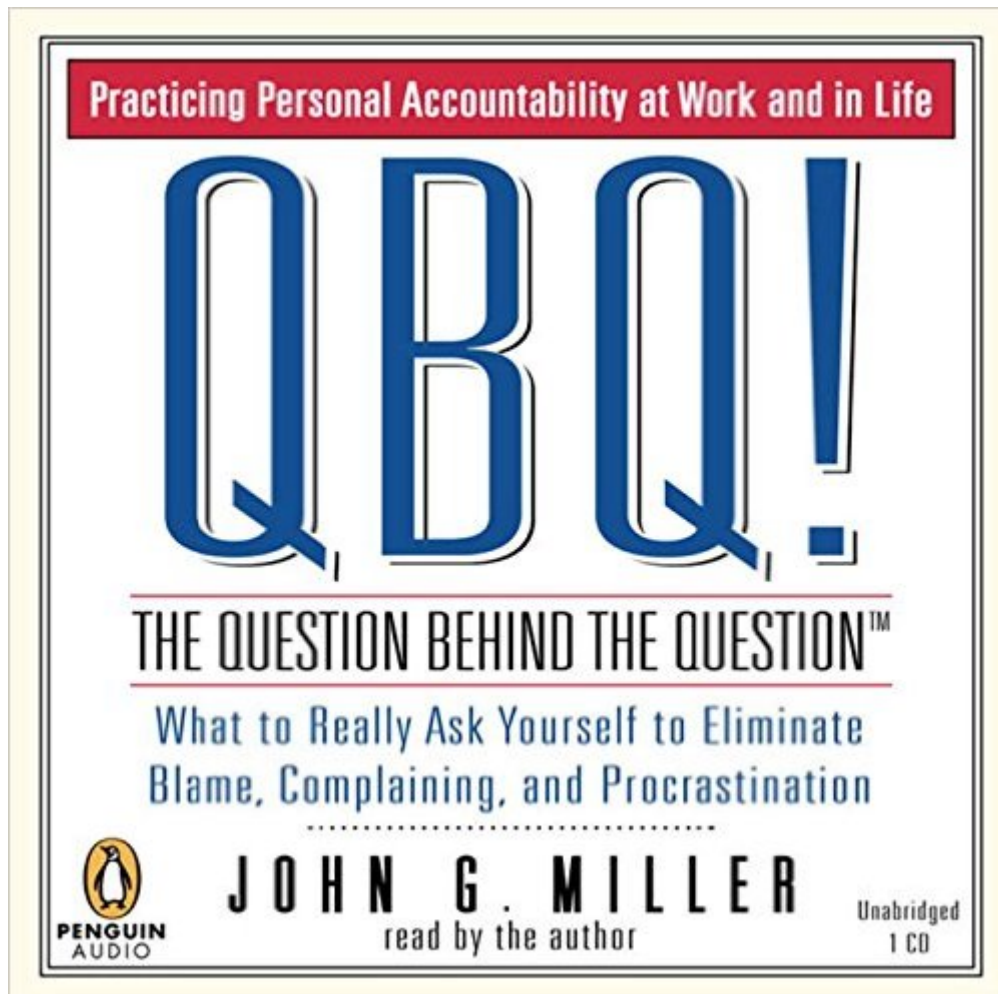


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# QBQ! The Question Behind The Question: Practicing Personal Accountability In Work And In Life



## Synopsis

Note: This is a standalone audio CD. 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...

## Book Information

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## Customer Reviews

In *The Question Behind the Question: Practicing Personal Accountability in Business and in Life*, John G. Miller presents an alternative way to look at our problems (or challenges) and encourages us to ask different, but better questions about them. Miller starts off by illustrating incorrect questions (IQ's). IQ's focus on things or people outside or external to us. Some examples might be "When will he learn to manage better?", "Why can't they see my point-of-view?", "Why can't they hire better workers?". IQ's tend to sap our energy and deflate our spirit. IQ's do, however, seem to come naturally, perhaps as a result of human nature. Miller often asks groups of people what's the one thing they would like to change in their organizations. The answers always follow the external P's: that is, change the policies, procedures, prices, and other people. "Nobody ever says me." As an example, look at the following questions and see what is the first response that comes to mind.-A poor subordinate blames the \_\_\_\_\_.-A poor executive blames the \_\_\_\_\_.-A poor driver blames the \_\_\_\_\_.Although these thoughts or questions may be natural, they lead us into blame, complaining,

and procrastination. Miller's solution is to discipline our thoughts and to look behind our initial questions to come up with better questions-or, as he terms it, the question behind the question (QBQ). These are Miller's three guiding principles for better questions or QBQ's. Better questions: 1. "Begin with what or how (not why, when or who)." 2. "Contain I (not they, we, or you)." 3. "Focus on action." A perfect example of a QBQ is "What can I do right now?" The essence of the QBQ system is that "the answers are in the questions".

In *The Question Behind the Question: Practicing Personal Accountability in Business and in Life*, John G. Miller presents an alternative way to look at our problems (or challenges) and encourages us to ask different, but better questions about them. In doing so, our efforts should have better results, our lives should be more rewarding, and others (e.g., customers, superiors, coworkers, subordinates, and family) should win as well. A wide body of research does concur with Miller, in that how we frame our problems and how we talk about them affects our well-being and our level of accomplishment. Miller starts off by illustrating incorrect questions (IQ's). IQ's focus on things or people outside or external to us. Some examples might be "When will he learn to manage better?", "Why can't they see my point-of-view?", "Why can't they hire better workers?". IQ's tend to sap our energy and deflate our spirit. IQ's do, however, seem to come naturally, perhaps as a result of human nature. Miller often asks groups of people what's the one thing they would like to change in their organizations. The answers always follow the external P's: that is, change the policies, procedures, prices, and other people. "Nobody ever says me." As an example, look at the following questions and see what is the first response that comes to mind. -A poor subordinate blames the \_\_\_\_\_. -A poor executive blames the \_\_\_\_\_. -A poor driver blames the \_\_\_\_\_. -A poor church member blames the \_\_\_\_\_. Although these thoughts or questions may be natural, they lead us into blame, complaining, and procrastination. Miller's solution is to discipline our thoughts and to look behind our initial questions to come up with better questions-or, as he terms it, the question behind the question (QBQ).

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