

QBQ - The Question behind the Question!

by HIDDEN CONCEPTS Inc.

The QBQ is a system that enables leaders – at all levels – to practice personal accountability by making better choices in the moment. This helps you to eliminate blame, complaining and procrastination – allowing you and your colleagues to:

- Boost Morale
- Adapt To Change
- Enhance Communication
- Build Effective Teams
- Increase Productivity
- Foster Change
- Develop People
- Solve Problems

The Questions behind the Question!

Rarely do we encounter a term with as much semantic weight as Personal Accountability. Almost everyone agrees that we (or more accurately, they) need more of it. Society doesn't often promote it. Our judicial system seems to have little value for it. Many would say that surprisingly few exercise it. And fewer still feel as though they have any practical means of instilling it in others.

If there was a pill, spell, or potion that would do the trick, most of us know exactly who in our lives we would change to be more personally accountable - - and we would gladly write the check. It's this last point (instilling Personal Accountability in others) that clearly differentiates top performers from others.

In the context of leadership, Personal Accountability is taking (and expecting) personal responsibility for corporate results. On the surface, this would seem to require only a shift in mindset (and maybe a brief staff-meeting announcement), "From this day forward, I will take and expect personal responsibility for corporate results." Sorry, nice start - - but it's not that simple.

In order to create and sustain a climate of Personal Accountability, we must provide our people with the knowledge, skills, and beliefs to consistently:

- Manage (recover and even profit from) failure
- Solve problems faster
- Create and capitalize on new opportunities
- Ask better questions (of themselves)

Length: Choice of half-day overview or full-day seminar

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