

QBQ (Keynote) The Question Behind the Question!

David Levin, Co-author of QBQ

General Session

Dealing with our problems learning how to more effectively improve our lives. How we like things to be and how they actually are, are the problems and stresses in our lives. Practicing personal accountability (ownership). They persist because we don't take accountability. Personal reward for making a better decision.

- QBQ: keyword = “*Behind*” what can I do, how can I contribute, think in a personal accountable way, take ownership to find resolution
- A particular type of question that causes us to think a different way
- Underlying concept: The Answers are the questions

3 Concepts: Guidelines

1.) Begins with “what” or “how”

- **Not: Why** – Victim thinking / better question: What can I do
- **Not: When** – Procrastination
- **Not: Who** – Blame! **Question: What does blame cost us?**

* Time / Money / Employees / Trust / Loss of Energy /

Breaks down teamwork

* There isn't anything we do that isn't affected by blame!

* “All problems are in the past, Solutions are now”

2.) Contains and “I”

- “WE don't change, INDIVIDUALS change!!!”

3.) Focuses on *Action*

Exercise

- 1.) Write one “bad” question **Why, When, or Who**
- 2.) Using QBQ guidelines, rewrite it as a QBQ
 - Why are you always late?
 - How can I help you be on time?

“The only person who is supposed to hear your question is yourself!”

IQ/ QBQ Comparison

- **IQ:** “Why do we have to go through all this change?”
Homework:
 - *What changes do I need to make to succeed in a changing world?*
- **IQ:** “When are we going to get more tools to do our job?”
Homework:
 - *“What questions like these have I been asking?”*
 - *“What can I do with the resources I already have?”*

QBQ Spirit

- 1.) Humility
- 2.) Service
- 3.) Ownership
- 4.) Solving Problems
- 5.) Taking *Action!!*

Discussion

- What are some of your top problems?
- How will personal Accountability/ QBQ help me with them?

Call to Action!

- 1.) What is the single most important idea for me in this session
- 2.) What will I start doing, stop doing, or do differently to bring this idea to life?
- 3.) What rewards will come from my efforts?
- 4.) Who will ask to follow up with me on my action plan?
- 5.) When will I do it?

Resources

“QBQ! The Question behind the Question”

“Flipping the Switch”

www.QBQ.com

QBQ Kudos eCards

QBQ Panic Button

QBQ Quick Notes