

QBQ
Question Behind the Question
Advantage Principles

➤ L E A R N I N G

- What can I do to develop new skills?
- What can I do to apply what I'm hearing?
- How can I be more productive today?
- What can I do to be my best?

➤ O W N E R S H I P

- *Solve the problem!*
- How can I solve the problem?
- What can I do to contribute?
- How can I help the organization to succeed?
- *Blame solves no problems!*

➤ C R E A T I V I T Y

- What can I do to succeed with the tools I have?
- How can I obtain the information required?
- What action can I take to move forward?
- How can I develop the people I have?
- What can I do to reach the goal?

➤ S E R V I C E

- *Servant leadership*
- *Organizations don't serve – people do*
- What can I do to understand others' needs?
- How can I serve the customer/constituents more?
- How can I add value by doing what I *don't have* to do?

➤ T R U S T

- How can I truly understand you?
- What can I do to know them better?
- How can I build their confidence in me?
- How can I better support the organization?
- How can I better understand the situation?
- *Tell the truth*
- *Speak to the right person*
- *Show you care*

Source:
QBQ!
John G. Miller