

## QBQ Question Behind the Question

### Unhelpful Questions

- When will they take care of this?
- Who dropped the ball?
- Why don't they improve things around here?
- Who's going to clarify my job?
- Why is there so much blame?
- Why don't we get more tools to do our job?
- Who's going to get me the information I need?
- When will we get better systems?
- Why don't we get a bigger budget?
- Why don't customers follow the rules?
- Why don't you talk to me more?
- When will they start listening to me?
- Why won't my team open up?
- Who is making all these changes?
- When are they going to tell us what's going on?
- Why don't they seem to care?

### Helpful Questions

- **How** can **I** solve the problem?
- **What** can **I** do to contribute?
- **How** can **I** help the organization to succeed?
- **What** can **I** do to expand my personal impact?
- **How** can **I** rid blame from my life?
- **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?
- **What** can **I** do reach the goal?
- **How** can **I** best serve this person at this moment?
- **How** can **I** truly understand you?
- **What** can **I** do to know them better?
- **How** can **I** build their confidence in me?
- **What** can **I** do to support the organization?
- **How** can **I** better understand the situation?
- **How** can **I** add value by doing what I don't have to do?