## QBQ Question Behind the Question Advantage Principles

- LEARNING
  - 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?
- > OWNERSHIP
  - 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?
- SERVICE
  - 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?
- TRUST
  - 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