QBQ Question Behind the Question

Unhelpful Questions	Helpful Questions
When will they take care of this?	> How can I solve the problem?
Who dropped the ball?	> What can I do to contribute?
Why don't they improve things around here?	➢ How can I help the organization to succeed?
Who's going to clarify my job?	> What can I do to expand my personal impact?
Why is there so much blame?	► How can I rid blame from my life?
Why don't we get more tools to do our job?	> What can I do to succeed with the tools I have?
Who's going to get me the information I need?	> How can I obtain the information required?
When will we get better systems?	> What action can I take to move forward?
Why don't we get a bigger budget?	> What can I do reach the goal?
Why don't customers follow the rules?	> How can I best serve this person at this moment?
Why don't you talk to me more?	> How can I truly understand you?
When will they start listening to me?	> What can I do to know them better?
Why won't my team open up?	How can I build their confidence in me?
Who is making all these changes?	> What can I do to support the organization?
When are they going to tell us what's going on?	► How can I better understand the situation?
Why don't they seem to care?	How can I add value by doing what I don't have

to do?