#### QBQ

# Question Behind the Question Advantage Principles

#### LEARNING

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

#### > OWNERSHIP

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

#### > CREATIVITY

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

## > SERVICE

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

### > TRUST

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

Source: *QBQ!* John G. Miller