

An Exercise In Personal Accountability

Helpful Instructions

Prior to doing this program, it is helpful to encourage Chapter members to read John G. Miller's book *QBQ! The Question Behind The Question: What To Really Ask Yourself To Eliminate Blame, Complaining, And Procrastination.* The goal of the program is to help members understand the beneficial impact of shifting to a mindset of personal responsibility and to understand how it will affect their success.

Step 1: Review The Notion Of Personal Accountability With The Chapter As Outlined Below:

QBQ! is a book about how to practice personal accountability in both work and personal life. It stands for "Question Behind the Question (QBQ). In other words, your success personally and professionally depends on your willingness and ability to ask the right kind of questions. These questions create personal accountability and eliminate procrastination, blame and complaining.

The right questions all begin with "what" or "how", contain an "I" and must be focused on action. Since the only person you can control or change is yourself, "I" must be part of a QBQ question.

Asking "What" and "How" questions correctly brings the focus back to you and your accountability and removes the blame on someone else. Personal accountability means that you are responsible for your own actions, so it important that you first have clear, measurable goals/targets for the outcomes you want in your business and your life.

One of the points in QBQ is that *if we ask a better question, we get a better answer* (result or action). For example, when you have called and left a message for someone, asking yourself why people don't call you back places blame on the contact for not taking action. If the blame is on the other person, there is no personal accountability for the lack of action.

The goal here is to have someone return your call, but the responsibility for making the contact is yours. If you ask yourself "What can I do that will compel people to call me?", the responsibility for results rests with you and you alone.

The book makes a point of saying that we should be careful how we ask our questions to make sure we ask in the spirit of the QBQ. The spirit of the QBQ is to avoid blame, victim thinking and procrastination while taking action.



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The author is very clear in stating that *we always have a choice*. We have a choice about our own behavior in terms of the response we make to any situation. If someone cuts us off in traffic, we can choose to be angry or to ask ourselves what we could have done to prevent being cut off. If someone conducts themselves in an unprofessional manner, again we choose how we will respond. We can choose not to take it personally, become angry, or ask ourselves how we can behave more professionally ourselves.

The best way to choose our behavior is to control our thoughts. Statements like "I have to" or "I can't" both indicate that we have no choice. Even though they have "I" in them, there is an element of blame and loss of control in both statements. Both of these statements represent a choice to take no action or responsibility.

How does this apply to AmSpirit Business Connections? Each Chapter is a group of business people who come together to assist each other in growing their businesses. The Chapters who are able to work as a cohesive team for the mutual benefit of all of the members are usually the most successful.

QBQ suggests that the foundation of teamwork is appreciating the gifts and strengths of others just as they are. The purpose of the following exercise is to identify what personal actions each chapter member can take to make positive changes to grow the chapter and grow personally.

Step 2: Distribute the questions to the Chapter members. Ask them to think about their individual interaction with the Chapter and its members.

Step3: After giving members a few minutes to write down their answers, ask each person to review their answers.

Step 4: As people review their answers, ask other members to comment or make suggestions.