

ELIMINATE BLAME, COMPLAINING, AND PROCRASTINATION

JOHN G. MILLER

Author of the best-selling **QBQ!** book
and the new book **Flipping the Switch**



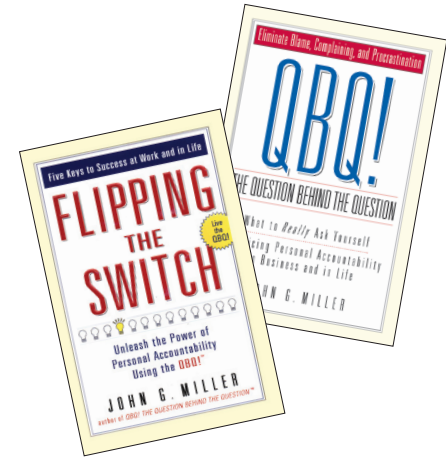
Have you ever heard questions like these?

- “Why do we have to go through all this change?”
- “When is someone going to train me?”
- “Who dropped the ball?”
- “When are we going to find good people?”
- “Why can’t they communicate better?”
- “When is that department going to do its job right?”
- “Who’s going to solve the problem?”

If you have, then your organization is like most: suffering from Blame, Complaining, and Procrastination. Nothing brings down the morale of the team—and the individual—like these common problems. They are extremely costly as goals are not met, factions are created, stress is increased, and our attitude toward each other, the entity we represent, and even ourselves suffers. The solution is practicing personal accountability.

Accountability and responsibility are put into action when we are able and willing to pause and ask a better question. Questions like “How can I adapt to the changing world?” “What can I do to develop myself?” and “How can I contribute today?” immediately change our perspective in a forcefully positive way. When we think like this, we empower ourselves to use our talent, skills, and time to solve problems, enhance relationships, and accomplish team and personal objectives. The automatic result is a stronger culture and enhanced morale throughout our organizations. Only then can we make great things happen.

John G. Miller’s message of **personal accountability** is right for your organization, event, and people. With a captivating and humorous speaking style that is “Fast, Frank, and Fun!” John presents a powerful and practical message that is easily customized—and works!



Over half a million books sold!

“The feedback on John Miller’s keynote was outstanding. One person wrote that their sides hurt from laughing so much. Our CEO said John’s personal accountability message and presentation style were great. I’ve heard nothing but wonderful, positive feedback. Thank you.”

Deanna C., Continuing Education Director, AIA Minnesota

As a keynote presentation or an interactive workshop, “Personal Accountability and the QBQ!” enables organizations and individuals to:

- **Boost morale**
- **Adapt to change**
- **Enhance communication**
- **Increase productivity**
- **Foster creativity**
- **Develop people**
- **Build effective teams**
- **Solve problems**

QBQ Clients!

ADP
Allstate
American Express
Ameriprise
Ames Construction
Amway/Quixtar
Applebee's
Aramark
Arkansas Poultry Association
AT&T
Aventis
BASF
Bausch & Lomb
Bayer Corp.
BB&T Bank
Beazer Homes/Mortgage
Bell Canada
Ben Venue Labs
Blue Cross of MN
Blockbuster
Bristol Meyer Squibb
Build-A-Bear
Caldwell Banker Realty
Caremark Rx
Cargill Inc.
Carlson Co's
CarStar
Chandler, AZ public schools
CIGNA Healthcare
Coca-Cola
ConAgra
ConEdison
Country Inns and Suites
Cumberland County Schools
Daimler Chrysler
Dallas, TX public schools
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Dorsey & Whitney Law
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DMB Homes
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Ethicon/Johnson & Johnson
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EquiFirst Mortgage
Express Personnel
Farmers Insurance
FEDEX
Federal Reserve Bank
Fluidmaster
Funeral Directors Life
GE Fanuc
Genentech
General Motors
Georgia Pacific
Georgia Power
Glaxo Smith Kline
Guidant Corp.
Hewlett Packard
Home Depot
Hormel
Husqvarna
Hudson's Bay Co.
I.R.S.
Jazzercise
J.C. Penney
J&J/Ethicon
Kaiser Permanente
Kaplan Learning
KB Homes
Keller Williams Realty
KIA Motors

Killen, TX public schools
Kraft Foods
Kroger
Land 'O Lakes
Lifepoint Hospitals
Lockheed Martin
Lowe's Home Improvement
Manpower
Marchon Eyewear
Mass Mutual
MasterCard
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MC Sporting Goods
Merck Pharmaceutical
Melaleuca
Methodist Hospital – Houston
Microsoft
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Motorola PCS
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Newport News VA Public Schools
Nicom Gas
Nokia
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Novartis Pharmaceutical
Oracle
The Pampered Chef
Papa John's Pizza
Papa Murphy's Pizza
Pfizer, Inc.
Philip Morris USA
Pier 1 Imports
Pillsbury
Potlatch Corp.
Publix Supermarkets
Purdue Pharmaceutical
Purdue University
Pulte Corp.
Provena Health
Qualcomm Corp.
Quebecor Printing
Quest Diagnostics
Qwest Communications
Rockbottom Restaurants
Radio Shack of Canada
Rogers Jewelry
Royal Bank of Canada
Safeway Corp.
Schwan's Foods
ServPro
Shea Homes
Sherwin Williams
Simplot
Smiths Medical
Sonoco
Sprint
Standard Insurance
SuperValu Pharmacies
T-Mobile
Taco Bell
Takeda Pharmaceutical
Taylor Corp.
Teleflex Medical
Thrivent
Tropical Shipping
Tropicana
United Van Lines
UNUM Provident
Upstate N.Y. Medical Center
Verizon Wireless/Verizon
Wachovia
Wells Fargo Bank/Mortgage
Wendy's Restaurants
Weyerhaeuser
Wilson's Leather
Wyeth Labs
YUM Corp.

Listen to what people are saying:

"WOW! You were a big hit! Everyone concurs that your ability to deliver a message on personal accountability using professional and personal examples was meaningful to each individual in the audience. Your sense of humor delighted the Nicor leaders. One gentleman commented, 'I couldn't believe how fast the time went. I didn't look at my watch once!' High praise indeed!"

C.M., Manager, Training and Organizational Development, Nicor Gas

"Powerful stuff!!! You have done a great job delivering this message. I'm working to be diligent in practicing the ideas you shared and eliminate Victim Thinking, Procrastination, and —my worst enemy—Blame!"

S.B., Site Manager, Xerox Canada

"Our CEO opened his recent off-site Cabinet meeting with the key points from your presentation at our sales meeting. You made a huge impact on our meeting participants and our CEO!"

K.K., Executive Assistant, Nationwide Financial

"Your content touched me on so many levels. I look at everything differently now. Thank you!"

G.J., Sales Representative, Merck Pharmaceutical

"Our annual convention participants felt your 'Personal Accountability and the QBQ!' keynote truly hit the nail on the head. Thank you for coming and being part of our program!"

E.S., Director, State of Colorado

John G. Miller is the author of two books, *QBQ! The Question Behind the Question* and *Flipping the Switch... Unleashing the Power of Personal Accountability*. He is founder of QBQ, Inc., an organizational development firm based in Denver, Colorado, dedicated to helping organizations make personal accountability a core value. A 1980 graduate of Cornell University, John has been actively involved in the organizational development and speaking industry since 1986. He is the producer of—and featured in—the multimedia training system "QBQ! Achieving Excellence by Practicing Personal Accountability" (designed for internal, ongoing implementation). John lives in Denver with his wife, Karen. They have seven children and the oldest, daughter Kristin, presents "Personal Accountability and the QBQ!" sessions to youth and young adult groups. Learn more at www.QBQ.com.



"Personal Accountability and the QBQ!" is ideal for all organizations, including:

- Corporations
- Associations
- Nonprofits
- Academia
- Government
- Franchisees

John's message is universal. It provides great value to these groups and more:

- Sales
- Service
- Operations
- Management
- Marketing
- Human resources
- Manufacturing
- Administration

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