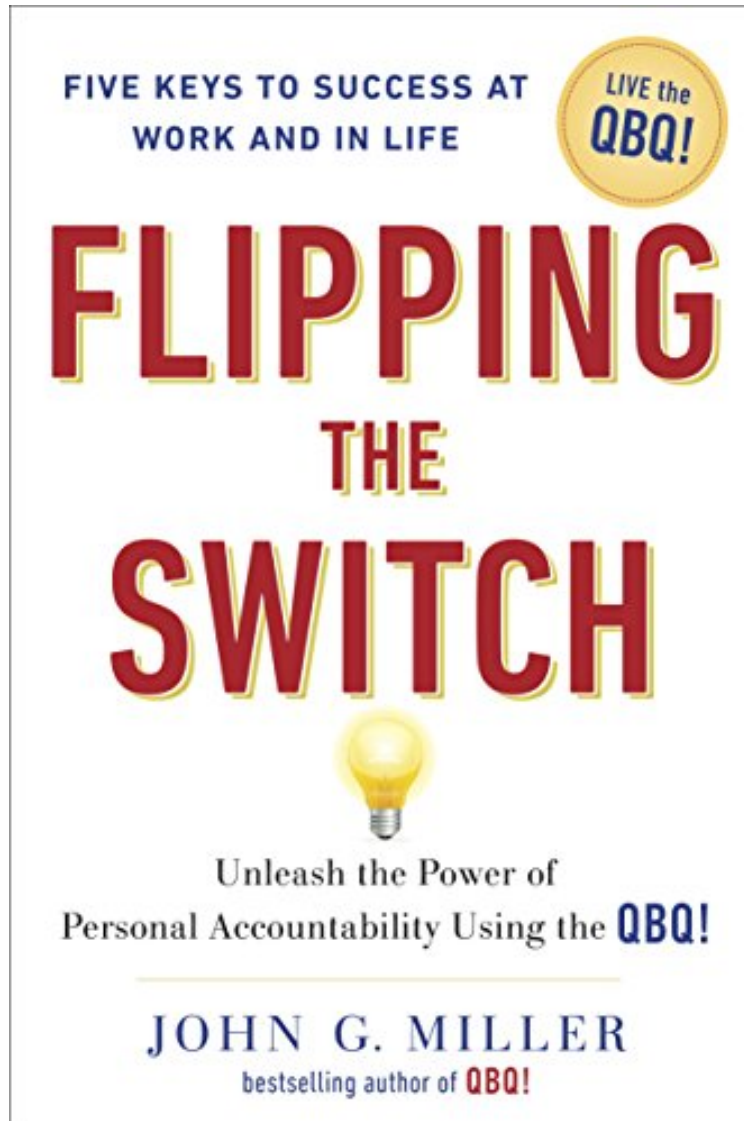


## Flipping the Switch...: Unleash the Power of Personal Accountability Using the QBQ!

John G. Miller

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**John G. Miller : Flipping the Switch...: Unleash the Power of Personal Accountability Using the QBQ!** before purchasing it in order to gage whether or not it would be worth my time, and all praised Flipping the Switch...: Unleash the Power of Personal Accountability Using the QBQ!:

1 of 1 people found the following review helpful. Your Keys to Positive LeadershipBy Cliff FeightnerAs others have already have said, this book is a perfect compliment to QBQ!. I have purchased 2 copies for a leadership library I am starting at my place of employment. I originally read a copy of this book that I got from my public library. It was a

very quick read, but the time it took me to read the book, I was able to take a look inside and help me help myself, which is one of the purposes of the "Question Behind the Question." As I read this book the second time, I immediately got an answer to something I was complaining about in my job as a phone customer service rep and cannot wait to share my insights on it with my supervisor. You have to read these books several times in order for all the ideas John Miller conveys to enter our brains. In our careers, the incorrect question is "Why can't I get my dream job?" when the Question Behind the Question should be, "What can I do in order to make myself the dream employee?" John G. Miller tells us that we cannot reap the benefits of lights without flipping the switch to let the electricity flow to the bulbs. He uses this illustration to let us know that we cannot reap the benefits of the QBQ without "Flipping the Switch" and letting their effects flow into our lives to make us better employees, family members, friends, and generally better overall people. When you ask the incorrect questions, you exhibit negative leadership. Asking the QBQ helps you demonstrate positive leadership. You make things better for you and those around you. If you look at your life as in disgust and you feel your career is a bust, take a look deep inside where your good points may hide. Flipping the Switch is a source you can trust.

2 of 2 people found the following review helpful. Awesome book! By Jarel Rice  
John Miller has done it again, QBQ was a recommended read by my area director. These books are great, I've started to eliminate victim thinking and taking accountability for my actions. Repetition is the motor for learning. I try and keep the QBQ message in front of my mind in all situations. Ask yourself the right questions and you'll have a completely different outlook on life and stressful situations. Moving on to his next book Outstanding!!

1 of 1 people found the following review helpful. Flipping the Switch... By Trevor J. Flannigan  
The book of the week was Flipping the Switch by John G. Miller. I couldn't go much longer without reading another book by Miller. This book is very much focused on the principles of QBQ - Question behind the question. It takes the original book and channels the concept into results in several categories: Learning, Ownership, Creativity, Service and Trust. Let's start with the bulk of my original posting on QBQ!, Miller's original book on the subject. "Miller really knows how to tell a story. The book is incredibly easy to read and hard to put down. Some examples of "bad" questions are: "Why don't customers follow instructions?" "Who made the mistake?" "Why doesn't anyone else do as much work as me?" "Why don't I get paid more?" Some better questions to ask yourself would be: "How can I serve the customer better?" "What can I do today to be more effective?" "How can I be a more effective coach?" "What can I do to be more productive?" Notice anything about the second set of questions? They start with How and What instead of Why or Who or When. They focus on "I" instead of them, they, or someone else. And most importantly they focus on action. To get ahead in this world there is only one person that can be changed, and that's YOU. If you focus on asking questions dedicated toward making yourself better you will be much better off than someone that is asking questions about procrastination or complaining. Some of the stories in this book were very entertaining. One story that really incorporated the skills I try to push into people's lives through this blog goes like this: A man stopped at Rock Bottom restaurant in downtown Minneapolis. The place was packed and a boy holding a bunch of plates noticed the man hadn't been helped yet, so he took it upon himself to help the man. He asked what the man wanted and the man said he just wanted a salad and a couple of rolls. The boy said it would be right out. And then the man asked if he could get a Diet Coke as well. The boy said they didn't serve Diet Coke, just Pepsi products. The man was fine with this and carried about his lunch. After a little bit of time the man was greeted with an ice cold Diet Coke. The man said "I thought you didn't carry Diet Coke." The boy said "We don't, but they have it at the convenience store across the street". The man asked who went and got it because the boy was way too busy and boy replied "My Manager." There are so many great things about this story. Most people would have said "Why should I have to get a Diet Coke when we have Pepsi?" or "Why should I serve that man, he isn't sitting in my area?" or "Why are we so short staffed?" The boy didn't say any of those things, he just acted. He did what it took to make the customer happy, true customer service. Aside from the outstanding customer service from the boy, I also want to mention the manager. The manager is a true leader. He let his employees make the decision and then he acted. This is a fantastic sign of a successful organization. "I really like that story. QBQ! is about personal accountability. If you ask the right questions you will ultimately be more efficient. If you ask the wrong questions you lean toward gossip and the "blame game." Now, watch this video of John G. Miller speaking at several organizations. Please take the time to watch the whole thing, lots of great ideas here. The key is Personal Accountability!

I would say the biggest thing I took away from Flipping the Switch was within the portion on Learning. It is really easy to use, what Miller refers to as, Exclusion. Meaning, that you reject someone's ideas from the get-go because of who they are. They might be a child or a rookie within the company or even a family member. Sometimes you think because you have been involved in something for a longer period of time, you have all the basic answers to problems. It may take some deliberate thinking on your part not to dismiss their ideas, but I bet if you do give a listen to even the most novice people they might have the answer you are looking for. And a lot of the time, the best answer lies with the simplest of ideas. I'm not going to write about every category today because a lot of them are based around some longer stories that taken out of context won't do you much good. However, I encourage you to pick up this book and the previous one if you haven't done so already. Miller is a very bright man and I look forward to reading his next book. As always, if you have any questions on the book don't hesitate to ask. I would be more than happy to help anyone that wants it.

In his bestselling book QBQ! The Question Behind the Question, John G. Miller revealed how personal accountability helps to create opportunity, overcome obstacles, and achieve goals by eliminating blame, complaining, and procrastination. The result? Stronger organizations, more dynamic teams, and healthier relationships. Now Miller takes readers to the next level to show how they can use the power of the QBQ! and personal accountability every day. When a light switch is flipped the flow of energy that is released reaches the lightbulb in an instant, bringing it to life. Similarly, asking the right kind of question-a QBQ-is the first step to empowering what Miller calls the Advantage Principles-five essential practices that will lead to a richer experience in every aspect of life: - LEARNING: live an engaged and energized life through positive personal growth and change- OWNERSHIP: attain goals by becoming a solution-oriented person who solves problems- CREATIVITY: find new ways to achieve by succeeding "within the box"- SERVICE: build a legacy by helping others succeed- TRUST: develop deep and rewarding relationships With compelling real-life stories and keen insights, Miller demonstrates how anyone can find success and satisfaction by "flipping the switch."

From Publishers Weekly Leadership guru Miller expands on the anti-buck-passing principles of his QBQ: The Question Behind the Question in this winsome volume of business homiletics. The QBQ methodology aims to replace plaintive, querulous thoughts of "Why is this happening to me?" and "When will others do things right?" with more constructive questions like "What can I do to contribute?" This shift in perspective, he contends, short-circuits the unhelpful behaviors of blaming, complaining, procrastinating and "thinking like a victim," and empowers people to solve problems themselves instead of whining about them. The ethos of personal accountability, he continues, reinforces other virtuous habits, including learning, creativity, service and trust, and imbues organizations with a cheerful, cooperative, can-do spirit. The author conveys these truths in a plainspoken style, replete with business anecdotes on such topics as great (or sullen) customer service, the importance of delegating and the demoralizing effects of e-mail flame wars. Miller's credo of personal accountability is not a sufficient moral code; sometimes it licenses unreasonable-and somewhat ironic-demands for customer pampering, as when Miller wishes a hotel clerk would make himself personally accountable for shining his scuffed shoes. Still, Miller's call for active engagement instead of passive resentment is a useful one that readers will find easily digestible and mildly inspiring. Copyright copy; Reed Business Information, a division of Reed Elsevier Inc. All rights reserved. About the Author John G. Miller is the founder of QBQ, Inc., an organizational development firm dedicated to making personal accountability a core value for companies and individuals. Through his writing, speaking, and a nationwide network of certified QBQ! consultants, Miller has brought his message to countless organizations, including Bausch Lomb, Blockbuster, Wells Fargo, Verizon Wireless, Applebee's, Boeing, and the U.S. Department of Defense. Miller is the author of QBQ! The Question Behind the Question.