

## The Rainmaker Group (RMG) Approach to making Personal Accountability a core cultural value in your organization

### QBQ! – Personal Accountability Learning will help your team members eliminate finger pointing, tear down organizational silos, and ask better questions.

How? The QBQ! is a tool that enables leaders - at all levels - to practice Personal Accountability by making better choices in the moment. Better choices will result in a better attitude among team members and ultimately, better performance.

Are your team members asking questions like:

- Why is this happening to me?
- When is someone going to tell us what's going on?
- Who's going to solve the problem?
- Who dropped the ball?
- When is somebody going to train me?
- When is that department going to do its job right?

Through a highly engaging and interactive learning program, your team will change their thought process from negative to positive by developing QBQ! questions that begin with "what" or "how", contain an "I" and focus on action.

As a result, questions like the following will become part of your organization's culture...

- What can I do to make a difference?
- How can I help?
- What choices do I have right now?

When we ask better questions, we get better answers and results! We enhance our emotional energy and of those around us. As you can tell, the QBQ! is not just for department heads, it's a tool for leaders at all levels of your organization.

**Bottom Line...** The QBQ! Program will change the accountability behaviors of your team and make real change happen. The benefits of this powerful accountability program are many! Asking better questions helps your organization to eliminate blame, complaining and procrastination, allowing your team to:

- Enhance Communication
- Tear Down Organizational Silos
- Boost Morale
- Adapt to Change
- Increase Productivity
- Build Effective Teams
- Decrease Turnover
- Foster Creativity
- Develop People
- Solve Problems

**QBQ! Facilitated training will help improve team performance by encouraging team members to practice Personal Accountability in their personal and professional lives.**

### The QBQ! Difference is the Process - Each participant receives:

- **One Handbook** – A well designed 56-page visually stimulating workbook that follows the presentation of each video session plus leaves ample space for group interaction ideas and notes.
- **Action Contracts** – Supplied at the end of each session to provide each participant an easy method of developing a plan of action to implement specific ideas.
- **Two audio CDs** – A complete and exact CD audio soundtrack that reviews the specific content shared during the classroom experience, making it easy for participants to revisit the material at their own pace.
- **The QBQ! Book** – One copy of the book, QBQ! Question Behind the Question a best-selling, high-impact business book authored by John G. Miller. It is the foundational text upon which the QBQ! training system is based. The book is an excellent review of the concepts and ideas provided in the training.
- **One QBQ! Pen, Pad and Bookmark** – Tools to continue reinforcing the QBQ! content on a daily basis.
- **Hours of stimulating and meaningful facilitated discussion**

#### Self Facilitation - Benefits

Self-Facilitation is easy! With a one-year license, your organization receives a Facilitation/Coaching Guide and Videos. The guide covers the QBQ! facilitation from A-to-Z. Benefits of Self-Facilitation also include:

- **Flexible scheduling** – Facilitate who you want when you want, as fast/slow as you want
- **Institutional Knowledge** – You know the intricacies of your organizational problems and are better able to offer specific examples

#### Rainmaker Group Facilitation - Benefits

As QBQ! Certified and Trained facilitators, we know the ins-and-outs of the program, what “buttons to push” and when. Benefits also include:

- **Added Value** – Using music, humor, anecdotes, activities and supplemental training material, we get the point across in a way that is engaging and memorable.
- **Impartial** – We have no preconceived notions of team members, personal “history,” departmental hierarchy or systems
- **Safe for you** – Our independent, third party approach greatly diminishes the potential of upset feelings amongst team members as we work through problems associated with your daily business

#### A Process, Not an Event

Effective learning is a PROCESS, not an event. Effective learning enhances positive behavioral change. Requirements of effective learning include:

**Practical Content** – material that explores principles, methods, and purposes

**Repetition** – the foundation of all learning

**Ownership** – by management and staff inside your organization

**Consistent Message** – each time presented

**Easily Customized** – content connected to the problems facing the organization and individual

**Support Tools** – user-friendly resources for the participants

**Specific Plan** – for implementation and follow-up

## **QBQ! Content Outline – 4 Modules, Approximately 2 hours each**

During the video portion of each module, John Miller discusses or tells anecdotes about the following topics. Depending on the needs of the group, your QBQ! facilitator may choose to have the group discuss, in detail, these topics in pairs, trios or a large group discussions.

### **Module One - A Tool for Leaders at All Levels**

- Defining The QBQ!
- Understanding Leadership
- Two Myths of Accountability
- A Picture of Personal Accountability
- Eliminating Stress
- The Power of Choice
- Our Leadership Role

### **Module Two - The "How To" of The QBQ!**

- The QBQ! Guidelines
- Eliminate Complaining
- Stop the Blame Game
- Defeating Procrastination
- How Leaders View Problems
- The Foundation of Teamwork
- The Value of Action

### **Module Three - Personal Accountability in Action**

- Adapting to Change
- The Essence of Learning
- Serving and Coaching – A Leader's Job
- The Cornerstone of Leadership
- Understanding Communication
- The Power of Serving Others
- Accountability – A Timeless Message

### **Module Four - QBQ! Creativity and Integrity**

- Careers Require Ownership
- True Creativity
- The Cost of Organizational Politics
- Characteristics of Achievers
- The Cornerstone of Success: Belief
- Common Gaps of Integrity
- An Integrity Test

#### **QBQ! Learning Sessions may be run:**

- 1 Session of 8 hours
- 2 Sessions of 4 hours ea.
- 4 Sessions of 2 hours ea.

**Each participant must have a set of the materials listed previously**



THE QUESTION BEHIND THE QUESTION