



## FLIPPING THE SWITCH: UNLEASH THE POWER OF PERSONAL ACCOUNTABILITY

with Kristin Lindeen

\$395 (US) per person

VIRTUAL SESSION (3-HOUR)

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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 cant they communicate better?"

"When is that department going to do its job right?"

If so, then the message of Personal Accountability and the QBQ! is right for you. When an individual chooses to grow in Personal Accountability, using the powerful tool called the Question Behind the Question (QBQ!), the all-too-human and costly traps of complaining, victim thinking, entitlement, procrastination, finger-pointing, and blame are reduced and even eliminated. Only then do organizations enhance productivity, sales, teamwork, communication, morale, creativity, safety, staff engagement, and problem-solving. Team members who use QBQ! and practice its message of personal accountability learn more readily, adapt to change more quickly, and collaborate more effectively.

Easy to grasp and implement, QBQ! is right for all levels, from the executive suite to the grassroots. As a tool for practicing personal accountability, QBQ! works on the job and at home. This material can be applied immediately-after reading the QBQ! book or participating in a training session-by asking a colleague, friend, or family member, "What can I do to serve you better?" A leader/manager can ask, "How can I be a better coach for you?" QBQ! is practical, universal, and timeless ... and because personal accountability is the foundation of all success, QBQ! is needed by everyone.

# KRISTIN LINDEEN

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For over a decade, Kristin has been speaking on the principle of Personal Accountability from the best-selling book QBQ! The Question Behind the Question. Kristin has taught this life-changing material, to over 25,000 people in 200+ organizations. She also is co-author of The QBQ! Workbook, as well as the I Own It! curriculum for schools.

Combining her Masters in Curriculum, Instruction and Corporate Education with multi-media tools, Kristin creates an excellent learning environment. From corporate settings to non-profits, all groups will benefit from participating in a live QBQ! session.

## TOPICS COVERED

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DEFINING THE QUESTION BEHIND THE QUESTION  
LEADERSHIP IS EVERYONE'S RESPONSIBILITY  
MYTHS OF ACCOUNTABILITY  
ALL BEHAVIOR IS A PRODUCT OF OUR THOUGHTS  
HOW TO MAKE BETTER CHOICES  
ELIMINATING VICTIM THINKING  
THE BENEFITS OF PERSONAL ACCOUNTABILITY  
POWER OF FUNDAMENTALS

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