

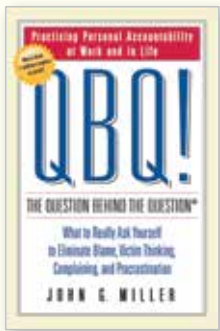


JOHN G. MILLER

With over one million books sold, the leading expert on PERSONAL ACCOUNTABILITY now provides you with a choice. The author of the *QBQ!* book offers four powerful and practical presentations that can be delivered in person as keynotes or interactive workshops.

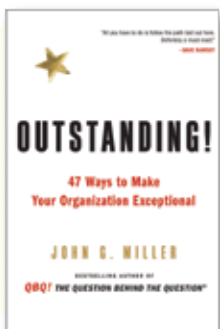
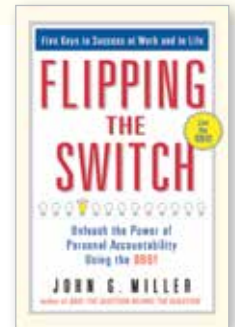
Have you heard questions like these?

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



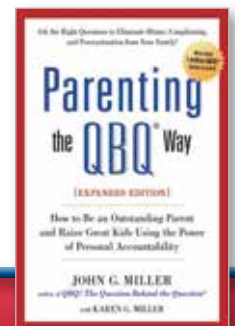
If so, then John G. Miller’s message of *Personal Accountability and the QBQ!* is right for your organization or event. Based on the best-selling *QBQ!* book, people at every organizational level have found John’s “Fast, Frank, and Fun” presentation life-changing. Participants will discover how to practice **personal accountability** by eliminating blame, complaining, victim thinking, and procrastination by asking The Question *Behind* the Question. Using his gifts of story-telling and humor, John delivers a message that is practical and applicable to all areas of life. Learn more at www.QBQ.com

Flipping the Switch . . . Living the QBQ! Founded on John’s book, *Flipping the Switch . . . Unleash the Power of Personal Accountability*, this presentation enables participants to use the practical tool called “QBQ!” to bring five “Advantage Principles” to life. These core ideas are: Learning, Ownership, Creativity, Service, and Trust. Whether teaching the Roadblocks to Learning, the Five Trust-Builders, or how to eliminate The Ultimate Excuse, John will give the audience tools to **flip the switch** at work and at home. Knowing QBQ! is *not* a prerequisite to experience this presentation. Learn more at www.QBQ.com



Be Outstanding! John’s book, *Outstanding! . . . 47 Ways to Make Your Organization Exceptional*, is a result of years of observing what works—and what doesn’t. *Outstanding!* provides a roadmap for people and organizations to become exceptional. “Outstanding” means superior, striking, clearly noticeable — *to stand out*. People everywhere want to buy from, sell to, invest in, volunteer at, and work for outstanding organizations. Filled with practical ideas that can—and should—be used by individuals and teams from the boardroom to the stockroom, John’s presentation will help your people and organization become **outstanding!** Learn more at www.OutstandingOrganization.com

No Excuses Parenting! John and Karen Miller—parents of seven children—wrote *Parenting the QBQ Way* because moms and dads asked for it! Personal accountability begins at home with **responsible parenting**. When parents practice QBQ! and eliminate blame, complaining, victim thinking, and procrastination from their parenting, everybody wins. Raising outstanding children isn’t easy, but it can be done! Learn more at www.QBQ.com



To explore having John serve your organization, email Inquire@QBQ.com or call 303-286-9900 today!



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BB&T Bank
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Caremark Rx
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ConAgra
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Conifer Health (Tenet)
Constellation Energy
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Culligan Water
Dallas, TX schools
Dell Computer
Kilpatrick Stockton Law
U.S. Department of Defense
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DR Horton
Ethicon/Johnson & Johnson
Electrolux
Eli Lilly
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Express Personnel
Farmers Insurance
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Federal Reserve Bank
F.E.M.A.
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Hensel Phelps
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Hudson's Bay Co.
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Liberty Global, Inc.
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Medtronic
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Mobile Mini, Inc.
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Nationwide Financial/Insurance
Nicor Gas
Nokia
Novartis Pharma
Novo Nordisk Pharma
Odessa, TX schools
Odessa Medical Center
Oracle
Orlando Health
O'Reilly Auto Parts
Pampered Chef
Papa John's Pizza
Papa Murphy's Pizza
Paper Plus stores
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Publix Supermarkets
Purdue Pharma
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Protective Life
Provena Health
Qualcomm Corp.
Quest Diagnostics
Qwest Communications
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Sonoco
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Standard Insurance
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Taco Bell
Takeda Pharma
Taylor Corp.
Thrivent
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UNUM Provident
Valmont Industries
Verizon Wireless/Verizon
VHA hospitals
Walgreen's
Wells Fargo Corp.
WellPoint
Wendy's Restaurants
Weyerhaeuser
Worcester, MA schools
Wilson's Leather
Wyeth Labs
YUM Corp

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!"
F.S., Director, State of Colorado

ABOUT JOHN MILLER:

John G. Miller is the author of *QBQ! The Question Behind the Question, Flipping the Switch . . . Unleash the Power of Personal Accountability, Outstanding! 47 Ways to Make Your Organization Exceptional*, and co-author of *Parenting the QBQ Way*. He is founder of QBQ, Inc., an organizational development firm based in Denver, Colorado, dedicated to "Helping Organizations Become Outstanding Through Personal Accountability." A 1980 graduate of Cornell University, John has been actively involved in the training and speaking industry since 1986. He is the producer of—and featured in—the multimedia training system **"Personal Accountability and the QBQ!"** (designed for internal, ongoing implementation). John lives in Denver with his wife, Karen. They have seven children and the oldest, **Kristin**, presents *QBQ!* keynotes and workshops, as well. They are also blessed with three grandchildren!



John's presentations are ideal for all organizations, including:

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

John's messages are universal, providing great value to these groups and more:

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

CONTACT

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