

Client Comments on Kristin Lindeen's presentation:

"Personal Accountability and the QBQ"

Kristin, what a wonderful event! There was so much laughter in the room, it was contagious! We can be a tough crowd but you won us over quickly. The content, the personal stories, and your accessibility during breaks was very much appreciated. You've got a great message in "Personal Accountability and the QBQ!"

~J. Clark, Director, Manufacturing/Engineering, Toshiba American Business Solutions

Thank you for delivering four awesome QBQ! sessions. The timing could not have been better. Change management is the name of the game these days, and our teams here are more prepared to handle change with the introduction of the QBQ! "thought process." Job well done.

~R. Jones, RVP Pacific West, Nationwide Insurance

The training was outstanding! Everyone found Kristin very charming and witty. She was a perfect match for my team. I have just ordered [*Outstanding!*](#) for them as they came to me wanting it because the QBQ! session was so good. It was the best training we've had in a very long time!

~S. Dugan, NA Sales Director, GE Measurement & Control Solutions

We continue to apply the QBQ! principles. Your workshop was an excellent investment for our team. Should another opportunity open up, we will invite you back!

~J. Fruth, Regional V.P., John Deere Landscapes

I am not one that enjoys sitting still, and often find speakers to be contrived, boring, or overly enthusiastic and fake, but Kristin was extremely engaging and genuine! She made the QBQ! material come alive for me!

~M. Bartels, Loan Officer, Northpointe Bank

Our investment in your training was the best ever! Your preparation for the session showed in your ability to speak the language of our team. Each person left the training with a valuable tool that will help them succeed!

~B. Reetz, SVP, 2JR Pizza Enterprises (Pizza Hut)

Kristin did a great job in motivating our team. I got some of the most positive feedback ever on a management event like this. She did a great job connecting with the entire group, despite the fact there was a huge span of personalities in the room.

~C. Neiss, SVP, Susquehanna Bank

Kristin, thank you for a fun, inspiring, and informative presentation! I've heard many positive comments about it! We are grateful for your effort to help us change BBCC's culture by making personal accountability a genuine core value. A lack of personal accountability appears to be our nation's crisis. We may not be in a position to make improvements at the national level, but we can start by improving ourselves—one person at a time!

~Terrence Leas, Ph.D., President, **Big Bend Community College**

Kristin did a wonderful job. It was fun to see her share her own stories that ring so true. One of the unintended benefits from Kristin keynoting our conference of 325 women was her being “just under 30”! I heard many comments about how the Gen Y attendees could really relate to her. That has been a tough nut for us to crack. Plus “Personal Accountability and the QBQ!” was totally relevant to *everyone* in the ballroom!

~V. Schwartz, Schwan's Foods, VP—and Secretary, **Minnesota Chapter, Network of Executive Women**

Kristin did an amazing job! Her energy and passion came through. I even sent her 8 min online demo to other Wells Fargo execs. Please let me know if you need my recommendation with any other Wells Fargo groups that are considering her. Great job, Kristin!

~M. Gonzalez, VP, **Wells Fargo Merchant Services**

Kristin was an enormous blessing to our healthcare/care giver association audience. We have many in the “victim mentality” camp who point fingers. Kristin captured attention and engaged our audience, while promoting productive discussion during her session. Our industry is rife with burn out—and needed QBQ! I would recommend Kristin to *any* audience in *any* industry. The principles she teaches are timeless ... and QBQ! enables people to combat stress through personal accountability. You should be very proud to have raised such a mature young woman who clearly is making a positive impact in this world.

~M. Oppedahl, President, **FootPrints Home Care**

Kristin was great! I have only heard positive comments. We have all agreed that everyone needs to hear this message of personal accountability.

~C. Finney, HR, **Verizon Wireless**

Kristin's presentation was awesome! Our 300 managers and supervisors loved it! We are now deciding our *next* step for *additional* QBQ! training!

~J. Stevenson, Operations Manager, **McDonald's**

We absolutely LOVED having Kristin present to our group. I've heard nothing but praise for Kristin's message and delivery. I have already brought out my content outline to review the concepts and know many are doing the same! We are hoping to bring Kristin and QBQ! to our regional staff at their next meeting.

~Deanna Framke, HR Consultant, **McDonald's**

Kristin's session was *outstanding*! In fact, our Director of Talent and Westinghouse University Executive was so excited over what he'd heard that he shared the message with another training class the very next day! He helped *that* group understand what accountable questions look like and how to ask them.

~B. Hickey, Senior Learning Consultant, **Westinghouse**

Kristin did a fantastic job. She's truly an excellent speaker and is a credit to QBQ, Inc. I have received nothing but rave reviews from our production people in attendance.

~D. Cichello, Training & Business Process Development, **Diamond Wire**

Kristin, you did a wonderful job today! I have received so many positive comments about the session. The topic was just *perfect* for us.

~E. Swallow, Director, **DCP Midstream, LP**

Kristin did an outstanding job! You should be proud as a father and employer. She is mature and experienced beyond her years—and an extremely effective presenter.

~J. Norris, Agency Field Executive, **State Farm**

I was very impressed with your QBQ! presentation to our team. I have received many positive comments. Your father had better watch out; you could take his place as the keynote speaker anytime. Thanks for what you taught us all.

~J. Gardner, CEO, **Yuma District Hospital**

The management team that was at your session has now read "Flipping the Switch" and are incorporating the principles in their daily work. Also, I found your method of delivery to be exemplary—thanks for sticking to the basics and giving real life testimony!

~P. Mousseau, First Vice President, **LPS Asset Management Solutions, Inc.**

I have received great feedback about your session and believe that all who were there had a terrific time. You really made QBQ! come alive.

~K. Rotto, CEO, **Choices, Inc.**

Kristin, our staff is buzzing with QBQ! You are a gifted presenter as you convey the principles of personal accountability. Accomplished, polished and delightful, your session was everything I dreamed that it would be—and more! Life changing! Absolutely life changing!

~B. Brown, Principal, **Brookridge Day School**

We received great feedback from your session. I even heard a couple of the attendees say they may contact you to do a session at their schools.

~*S. Swank, Design Manager, **Purdue University***

Thank you so much for traveling to our frigid state of Wisconsin to share the valuable QBQ! message with the Badger Chapter Club Managers. We received great feedback from the attendees and all were so thankful to have received the QBQ! book to read after your program.

~*K. Collins, Managing Director, **CMAA, WI Chapter***

It was a pleasure meeting you! I truly enjoyed your presentation and look forward to our future now that we are a QBQ! organization!

~*S. Teubner, CEO, **Warren Federal Credit Union***

Thank you for coming to DMC and for producing an exciting and uplifting presentation. The feedback we have received has been wonderful. Everyone enjoyed your lighthearted, fun and engaging session.

~*P. Gerard, Executive Vice President of Human Resources, **Dallas Market Center***

Kristin, the staff loved your workshop. Thanks to QBQ!, my staff members are working together more effectively. And I now have a way to respond to teachers and students when they start “whining.” We are off to our best school year start since we began in 1998. Thanks to your QBQ session, I have had students step up and take a leadership role. I believe your presentation set the tone for our staff and students, and is helping us all practice personal accountability.

~*H. Ford, Principal, **Middle College High School***

You did a terrific job and I was really impressed. Thank you for a wonderful session, and a way to move our organization forward. Thank you.

~*D. Hesse, CEO, **USA Diving***

Kristin, thanks for the great presentation! I enjoyed it and you helped me get my thinking back on track and start asking the right questions. I look forward to reading *Flipping the Switch!*

~*T. Williams, VP Title Operations, **FAHTCO***

Thank you so much for your presentation. You asked for feedback—and I can't find a single fault with your presentation or delivery. When I saw you before the presentation, I have to admit I thought you looked young, but boy, when you get started you really *lighted up* with enthusiasm. I certainly will recommend the QBQ! program to everyone I meet!

~*A. Fairweather, Branch Manager, **FAHTCO***

Kristin, you *really* brought things into perspective for me, especially in these tough times. You were entertaining and delightful while getting the point across.

~D. Kompus, *Branch Manager, FAHTCO*

I know the faculty and staff enjoyed your message and delivery style. We have received several wonderful remarks pertaining to your presentation. Thank you for your great presentation and impressive message! And thanks for helping set the stage for a tremendous start to our school year.

~J. Richman, *President, North Dakota State College of Science*

Thank you! Feedback has been excellent, and your energy in delivery was great. Thanks for helping MutualBank work at getting better!

~D. Heeter, *CEO, MutualBank*

Thank you! I've received positive feedback on QBQ! and your presentation. One of our Senior VP's commented that he is trying to use QBQ! thinking and encouraging his team to do the same. I am thrilled to hear this from someone in a significant leadership position. Way to go!

~K. Elbers, *VP and HR Manager, The First National Bank in Sioux Falls*

John, Kristin did a wonderful presentation for us at MutualBank. She truly got our folks engaged and interacting. Now our focus is making this way of thinking "stick" in our culture. Kristin definitely got us off on the right foot and did an outstanding job. I am sure you know how wonderful she is already, but a compliment is always nice to hear. Especially about your employee, and even more so about your daughter!

~C. Batt, *Training Manager, MutualBank*

To inquire about hiring Kristin:

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