

Kristin E. Lindeen

Keynote speaker and facilitator presenting...

"Personal Accountability and the QBQ!" based on the best selling book *QBQ! The Question Behind the Question* by John G. Miller

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 can't they communicate better?"
- "When is that department going to do its job right?"
- "Who's going to solve the problem?"

If so, then the message of Personal Accountability and the QBQ! is right for your organization or event! In this interactive training session, participants will discover how to practice personal accountability by eliminating blame, complaining, and procrastination by asking **The Question Behind the Question**.

Accountability, responsibility, and ownership are put into action when we ask better questions such as, "How can I adapt to the changing world?" "What can I do to develop myself?" and "How can I contribute today?" When we think like this, we use our talent, skills, and time to solve problems, enhance relationships, and accomplish team and personal objectives. The automatic result is a stronger organizational culture and enhanced morale.

Combining delightful and energetic story-telling with the practical QBQ! content, Kristin presents an idea that every organization—and every individual—can use!



Over a million books sold worldwide!

"Thank you, Kristin, for delivering four awesome 'Personal Accountability and the QBQ!' sessions! The timing could not have been better. Change management is the name of the game these days—and our teams are now better prepared to handle change using the QBQ! Job well done!"

R. Jones, Regional VP, Nationwide Insurance

QBQ! enables organizations, teams, and people to:

- Practice personal accountability at work and at home
- Eliminate blame, complaining, and procrastination
- Implement leadership at all levels
- Increase communication between departments
- Strengthen teamwork
- Improve morale
- Create trusting relationships
- Gain coaching and encouragement skills
- Own and solve problems
- Reduce stress

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



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American Express
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AORN Nursing Assoc.
Applebee's
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AT&T
Autotrader.com
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BASF
Bausch & Lomb
Bayer Corp.
BB&T Bank
Ben Venue Labs
Best Buy
Blue Cross of MN
Blockbuster
BNSF Railway
Boston Financial
Bridgeport, CT schools
Bristol Meyer Squibb
Build-A-Bear
Bullard
Cabela's
Caldwell Banker Realty
Campus Crusade for Christ
Caremark Rx
Cargill Inc.
CarStar
Chandler, AZ schools
Checkers/Rally's Restaurants
Cibola Hospital
CIGNA Healthcare
Citizens Bank
Coca-Cola
Coloplast
ConAgra
Con Edison
Conifer Health (Tenet)
Constellation Energy
Consumer Electronics Assoc.
Country Inns and Suites
Culligan Water
Dallas, TX schools
Dell Computer
Dave Ramsey Company
DeVry University
DMB Homes
Dorsey & Whitney Law
DR Horton
Ethicon/Johnson & Johnson
Electrolux
Eli Lilly
EXIT Realty
Express Personnel
Farmers Insurance
FedEx
Federal Reserve Bank
F.E.M.A.
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Home Depot
Hormel
Husqvarna
Hudson's Bay Co.
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Jazzercise
J.C. Penney
Jones Lang LaSalle
JP Morgan

J&J/Ethicon
Kaiser Permanente
Kaplan Learning
Keller Williams Realty
KIA Motors
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Kraft Foods
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LifePoint Hospitals
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Lowe's Home Improvement
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Mediacom
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Merck Pharma
Melaleuca
Minnesota Mining & Mfg.
3M
Mobile Mini, Inc.
MoneyGram
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Nationwide Financial/Insurance
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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
Partsmaster
Publix Supermarkets
Purdue Pharma
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Protective Life
Provena Health
Qualcomm Corp.
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Qwest Communications
Radio Shack of Canada
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Safeway Corp.
Schwan's Foods
Sentara Health
ServPro
Shea Homes
Sherwin Williams
Siemens Medical
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Sonoco
Southern Nuclear
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Standard Insurance
St. Francis Medical Center
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Unisource
UNUM Provident
Valmont Industries
Verizon Wireless/Verizon
VHA hospitals
Walgreen's
Wells Fargo Corp.
WellPoint
Wendy's Restaurants
Weyerhaeuser
Worcester, MA schools
Wilsons Leather
Wyeth Labs
YUM Corp

WHAT PEOPLE ARE SAYING

"Kristin, 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 an exciting, uplifting presentation. The feedback we have received has been wonderful. Everyone enjoyed your lighthearted, fun and engaging session."

P. Gerard, EVP of HR,
Dallas Market Center

"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

"I know the faculty and staff enjoyed your impressive message and delivery style. Thanks for helping set the stage for a tremendous start to our school year!"

J. Richman, President, NDSCS

"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'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

ABOUT KRISTIN LINDEEN:

For your *Personal Accountability and the QBQ!* session, QBQ, Inc. recommends **Kristin Lindeen**. As daughter of author John G. Miller, Kristin has been steeped in *QBQ!* material most of her life! Delivering practical content to client groups with a style that is energetic and fun, her *QBQ!* sessions are founded on effective adult-learning principles. Combining her Masters in Curriculum, Instruction and Corporate Training with multi-media tools, an excellent learning environment is created. Kristin's sessions range from a one hour keynote to a three hour interactive workshop. Kristin lives near Minneapolis, MN with her husband, Erik, and children, Joshua, Rebecca, and Andrew.



ABOUT QBQ!:

QBQ, Inc. is an organizational development firm based in Denver, CO that specializes in training on personal accountability. The books, *QBQ! The Question Behind the Question* and *Flipping the Switch ... Unleashing the Power of Personal Accountability* have sold over a million copies worldwide in 20 languages.

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