

# 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?”*



Over a million books sold worldwide!

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!

*“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 [Info@QBQ.com](mailto:Info@QBQ.com) or call 303-286-9900 today!

theQBQ KristinLindeen

# OUR CLIENTS

Archer Daniels Midland  
ADP  
Advance America  
Alabama Power  
Allstate  
Altria  
American Express  
American Fidelity  
Amenicare  
Ameriprise Financial  
Amway/Quixtar  
Anthem Blue Cross  
AORN Nursing Assoc.  
Applebee's  
Aramark  
AT&T  
Autotrader.com  
Aventis  
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.  
FISERV  
Focus Brands  
Frito Lay  
Funeral Directors Life  
GE  
Genentech  
Georgia Pacific  
Georgia Power  
Giant Foods  
Glaxo Smith Kline  
Guidant Corp.  
Hensel Phelps  
Hewlett Packard  
Home Depot  
Hormel  
Husqvarna  
Hudson's Bay Co.  
I.R.S.  
Jazzercise  
J.C. Penney  
Jones Lang LaSalle  
JP Morgan  
J&J/Ethicon

Kaiser Permanente  
Kaplan Learning  
Keller Williams Realty  
KIA Motors  
Kilpatrick Stockton Law  
Kraft Foods  
Kroger  
Land O' Lakes  
LifePoint Hospitals  
Lockheed Martin  
Lowe's Home Improvement  
Mass Mutual  
MasterCard  
Mayo Clinic  
McDonalds  
Mediacom  
Medtronic  
Merck Pharma  
Melaleuca  
Minnesota Mining & Mfg.  
3M  
Mobile Mini, Inc.  
MoneyGram  
Motorola  
PCS  
Nationwide Financial/Insurance  
Nicol 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  
Partsmaster  
Publix Supermarkets  
Purdue Pharma  
Purdue University  
Protective Life  
Provena Health  
Qualcomm Corp.  
Quest Diagnostics  
Qwest Communications  
Radio Shack of Canada  
Redbox  
Rockbottom Restaurants  
Royal Bank of Canada  
Safeway Corp.  
Schwan's Foods  
Sentara Health  
ServPro  
Shea Homes  
Sherwin Williams  
Siemens Medical  
Simplot  
Sonoco  
Southern Nuclear  
Sprint  
Standard Insurance  
St. Francis Medical Center  
Subway  
Sunrise Medical  
T-Mobile  
Taco Bell  
Takeda Pharma  
Taylor Corp.  
Thrivent  
U.S. Department of Defense  
United Health Care  
Unisource  
UNUM Provident  
Valmont Industries  
Verizon Wireless/Verizon  
VHA hospitals  
Walgreen's  
Walmart  
Wells Fargo Corp.  
WellPoint  
Wendy's Restaurants  
Weyerhaeuser  
Worcester, MA schools  
Wilson's Leather  
Wyeth Labs  
YUM Corp

# WHAT PEOPLE ARE SAYING

*"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 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

*"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

*"The training was outstanding! Kristin was charming and witty—a perfect match for my team. It was the best training we've had in a very long time!"*

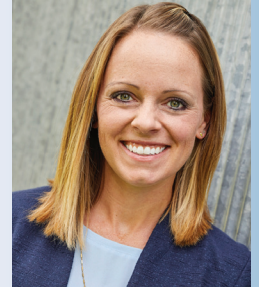
S. Dugan, NA Sales Director  
GE Measurement &  
Control Solutions

*"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! She holds a Masters in Curriculum Design and Corporate Education and enjoys delivering practical content with an energetic and fun style. Kristin has created a number of tools based on *QBQ!* including a curriculum for schools titled *I Own It! Building Character Through Personal Accountability*, as well as co-authoring *The QBQ! Workbook*, published by Penguin Random House.



Kristin's sessions range from a one-hour keynote to a three hour interactive workshop, in which she uses multi-media tools to engage adult learners in a powerful, self-discovering environment.

**Virtual/web-based presentation options are available, as well.**

Kristin lives near Minneapolis, Minnesota with her husband, Erik, and their children, Joshua, Rebecca, Andrew and Mariah.

## 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.

# CONTACT US!

QBQ, Inc. • Denver, Colorado USA  
Info@QBQ.com • 303-286-9900

QBQ.com