



## Flipping the Switch...: Unleash the Power of Personal Accountability Using the Qbq!

*John G. Miller, David L. Levin*

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In his bestselling book **QBQ! The Question Behind the Question**, John G. Miller revealed how personal accountability helps to create opportunity, overcome obstacles, and achieve goals by eliminating blame, complaining, and procrastination. The result? Stronger organizations, more dynamic teams, and healthier relationships.

Now Miller takes readers to the next level to show how they can use the power of the QBQ! and personal accountability every day.

When a light switch is flipped the flow of energy that is released reaches the lightbulb in an instant, bringing it to life. Similarly, asking the right kind of question-a QBQ-is the first step to empowering what Miller calls the Advantage Principles-five essential practices that will lead to a richer experience in every aspect of life:

- LEARNING: live an engaged and energized life through positive personal growth and change
- OWNERSHIP: attain goals by becoming a solution-oriented person who solves problems
- CREATIVITY: find new ways to achieve by succeeding "within the box"
- SERVICE: build a legacy by helping others succeed
- TRUST: develop deep and rewarding relationships

With compelling real-life stories and keen insights, Miller demonstrates how anyone can find success and satisfaction by "flipping the switch."

## **Flipping the Switch...: Unleash the Power of Personal Accountability Using the Qbq! Details**

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## **From Reader Review Flipping the Switch...: Unleash the Power of Personal Accountability Using the Qbq! for online ebook**

### **Cindy says**

Pretty good book on personal accountability - I had not read QBQ but that didn't seem to make much difference as the author takes the time to explain the concepts there. This is a quick read and there isn't much repetition. It is something that should be taken to heart in all areas of business, especially those involved with customer service.

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### **Lindsay Nixon says**

This is a book on personal responsibility and why, in any situation, asking "what can I do?" Instead of placing blame or responsibility on anything else,, no matter what, is optimal. I love this concept.

This book has several great examples of how to employ this practice and stories from how others have used it Overall this slim volume felt like a large advertisement to read the authors other book, QBQ. If you've read that book you may enjoy this more. If you haven't, refer to my first sentence and avoid all the posturing.

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### **Jarel Rice says**

#### **Awesome book!**

John Miller has done it again, QBQ was a recommended read by my area director. These books are great, I've started to eliminate victim thinking and taking accountability for my actions. Repetition is the motor for learning. I try and keep the QBQ message in front of my mind in all situations. Ask yourself the right questions and you'll have a completely different outlook on life and stressful situations. Moving on to his next book Outstanding!!

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### **Dave says**

Very practical and easy to read companion to QBQ. I was able to take several lessons and add them to daily practice. I will also be sharing them with our company

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### **Katie says**

Taking personal accountability is certainly a skill I need to refine. This book helps identify steps to do so.

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## **Wellington says**

This book I read cover to cover while sitting in the waiting room of the doctor's office. So, chalk one complaint for the doctor and chalk one refreshing point for the book.

QBQ = Questions behind the question and this is a sequel to the book I didn't read.

You can summarize this book by just saying "Take ownership". It's nothing new that we have probably not heard before in some corporate seminar or college class. Sometimes, though it's nice to hear some stories of an ownership mindset that actually generates some positive returns.

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## **Peter Mancini says**

2nd time was better than the 1st

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## **Jen says**

While *QBQ* told us what a QBQ was, *Flipping the Switch* tells us how to implement it. However, I felt that Miller spent far too much time rehashing the principles of *QBQ*. He gave us letters, examples, and demonstrations of how the principles can work in our lives, but at only a little over 120 pages long, I felt that space could have been used more wisely. Rather than reading examples, I'd have preferred to read more about how to apply these principles more carefully to my own life.

All in all, this was still a worthwhile read. It wasn't exactly what I expected but neither was it a waste of time.

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## **Joel Stockstill says**

### **Great daily read**

Good follow up to the amazing QBQ book. I recommend as a practical guide to implement all the life changing principles from that game changer book.

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## **Ryan Barretto says**

How to make the people in your organization more accountable? - read this book and do the exercises with your teams. There's a great chapter on a critical element for organizational functioning - TRUST.

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### **Mike Green says**

Didn't seem too different than the original.

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### **Tommy Milazzo says**

Responsibility is important to anyone, right? This short novel goes through the steps of taking personal accountability and take action in your life. It has a step by step walkthrough of how you can become a better person and lead a more prosperous life. Giving real life examples in the text really drives the point home too. Seeing other peoples' problems and how they work with them help you to formulate your own ideas and solutions in your life. I would definitely recommend this book to anyone wanting to learn a valuable point that can help you lead a better life, and move on being more responsible.

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### **Brent Doria says**

This book was a quick read (like an hour and a half) but it was filled with a lot of great examples of what it means to have personal accountability. It's very easy to point the finger at others for why things go wrong, whether it's at work or in your personal life. After having read "QBQ: The Question Behind the Question," I saw the importance of looking at what differences I can make in my own personal relationships and my relationships at work. This gives a brief review of what the QBQ is at the beginning of the book, and then delves more into examples of living the QBQ lifestyles. I highly recommend this book along with QBQ! I have applied so much of what I have learned in my current role, and it has given me new found confidence in my abilities at work.

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### **Jason Cox says**

Pretty good book overall. Definitely start with the previous book - QBQ, which discusses the fundamental concept of making sure you're asking the right questions to make forward progress.

Flipping the Switch takes it to the next level, though, discussing Application Principles that add to the QBQ. The application principles are Learning, Ownership, Creativity, Service, and Trust. Each section gives a relatively brief discussion of the principle, how it relates to the QBQ concept, and an entertaining anecdote to visualize the concept in action.

This is a brief book with simple concepts that should still help keep you more focused and productive in your work and personal life. Well worth the read.

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### **Christine says**

Motivating. I enjoyed it and it had practical suggestions.

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