

3 Easy Ways to Register!

*Fax: 410-381-1558

* E-mail: registration@mdworks.com

*Mail to: Maryland Works, Inc.

10270 Old Columbia Rd, Suite 100

Columbia, MD 21046-1854

48 Hour Cancellation Notice for Refund



Maryland Works, Inc.

TRAINING LOCATION

10270 Old Columbia Rd., Suite 100,
Columbia, MD 21046

410-381-8660 * FAX 410-381-1558

www.mdworks.com

QBQ! Question Behind the Question Team Engagement and Accountability

Thursday, February 21, 2019 & Thursday, February 28, 2019

9:30 a.m. – 3:30 p.m.

Registration begins at 9:00 am

The focus of this highly engaging training program is to enable teams and individuals to make personal accountability a core value and to do the following: boost morale, adapt to change, enhance communication, increase productivity, foster creativity, develop people, build effective teams, and solve problems which lead to providing exceptional internal and external customer service. Two full day workshop sessions will be conducted spanning 6-7 hours. Both facilitation and video content adult learning techniques will be offered in this program. The following workshop sessions include:

This two-day workshop addresses the following learning objectives:

1. Define QBQ! and recognize that QBQ! is a tool for leaders at all levels
2. Practice Personal Accountability by making better choices in the moment, by asking better questions
3. Identify the 3 guidelines of the QBQ
4. Distinguish between IQ's (Incorrect Questions) and QBQs
5. Recognize that learning equals change
6. Recognize that communication does not begin with being understood, but begins with understanding the other person
7. Define leadership as the moment by moment disciplining of one's thoughts
8. Recognize that modeling is the most powerful form of all teachers
9. Create a personal definition of integrity

Module 1: Tool for all leaders at all levels (all employees are leaders when it comes to accountability)

- Defining QBQ (Question Behind a Question)
- Understanding Leadership
- Two Myths of Accountability
- A Picture of Personal Accountability
- Eliminating Stress
- The Power of Choice
- Our Leadership's Role



Module 2: The “How To” of the QBQ

- The QBQ Guidelines
- Eliminate Complaining
- Stop the Blame Game
- Defeating Procrastination
- How Leaders View Problems
- The Foundation of Teamwork
- The Value of Action

Module 3: Personal Accountability in Action

- Adapting to Change
- The Essence of Learning
- Serving and Coaching: a Leader’s Job
- The Cornerstone of Leadership
- Understanding Communication
- The Power of Serving Others
- Accountability: A Timeless Message

Module 4: QBQ! Creativity and Integrity

- Careers Require Ownership
- True Creativity
- The cost of Organization Politics
- Characteristics of Achievers
- The Cornerstone of Success: Belief
- Common Gaps of Integrity

Facilitator: Karen Jacobs brings over 30 years of expertise in Training, Management, Marketing, Strategic Planning, Market Research, Leadership Coaching and Process Improvement. She is a partner of The Integrity Team, Inc. a full-service training and coaching organization focusing on growth of individuals and their organizations. She is an independent consultant for DuPont Sustainable Solutions and has advanced to Director Level with over 110 matrixed employees in a previous position with a Fortune 200 Gas and Electric Public Utility. She has specific experience in leading organizational change, conflict resolution, problem solving, and implementation of strategic service initiatives.

Name _____ Title _____

Organization _____ Email _____

Address _____ City _____ State _____ Zip _____

Phone ____/____/____ Fax ____/____/____

____ **Member** @ \$180.00 (\$175.00 for each additional attendee from the same agency)

____ **Non-Member** @ \$199. 00

Method of payment ____ **Visa** ____ **Mastercard** ____ **Check** enclosed (payable to Maryland Works, Inc)

Card number _____ Exp _____ CSC Code _____ (3 digit code on back of CC)

Name as it appears on the card _____

Signature _____ E-Mail _____

(Credit Card receipt will be e-mailed)

Billing Address Associated with Credit Card _____

ADA Accommodations (please specify) _____

Deadline for special needs is two weeks prior to program date

QBQ! Question Behind the Question

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