

## Professional development at a reasonable price, close to home.

This is the second year Pierce Cedar Creek Institute, The Employers Association of Grand Rapids (TEA), and the Barry County Chamber of Commerce and Economic Development Alliance are teaming up for some exciting training opportunities.

Courses are held at Pierce Cedar Creek Institute  
701 W Cloverdale Rd • Hastings, MI 49058 • (269) 721-4190

**\*See back for details on the March Workshop.**

### Personal Accountability and the QBQ!

Wednesday, March 28, 2018

8:30 am – 4 pm, Refreshments and Lunch Provided

Members \$275 | Non-Members \$320

Learn about the concept of personal accountability by eliminating complaining, victim-thinking, procrastination, and blame.

### Leading a Team Like a Boss

Wednesday, May 23, 2018

8:30 am – Noon, Lunch at Noon

Members \$95 | Non-Members \$125

Identify practical tools to evaluate a team's structure and apply appropriate strategy to align members toward the team's goals.

### Effective Decision Making

Wednesday, August 15, 2018

8:30 – Noon, Lunch at Noon

Members \$115 | Non-Members \$145  
(includes a \$20 assessment instrument fee)

Understand how to make better and faster decisions that will result in more effective performance.

### Feedback Fundamentals

Wednesday, October 17, 2018

8:30 am – Noon, Lunch at Noon

Members \$95 | Non-Members \$125

Gain the knowledge and skills to provide feedback for reinforcement and for improvement.

*Barry County Chamber and Pierce Cedar Creek Institute Members qualify for the member discount.*  
**Register at [cedarcreekinstitute.org](http://cedarcreekinstitute.org)**

Get Inspired!

The Employers' Association is a not-for-profit employers' association, serving the West Michigan employer community from its Grand Rapids office. Pierce Cedar Creek Institute is a member of TEA and able to pass along the training benefits provided by TEA to those interested in taking courses at the Institute. [teagr.org](http://teagr.org)

# Personal Accountability and the QBQ!

Wednesday, March 28, 2018

Pierce Cedar Creek Institute

Visitor Center Auditorium

8:30 am – 4 pm

Refreshments and Lunch Provided

Members \$275 | Non-Members \$320

This full-day session is for anyone in an organization who can benefit from eliminating complaining, victim-thinking, procrastination, and blame. Participants will learn about the concept of personal accountability through a combination of presentations, video exercises, and group discussions. Participants will leave the session equipped to approach their work/personal life with a better outlook on how their personal accountability will have a positive impact on others.

## Course Goal

To provide participants with the tools to eliminate complaining, victim-thinking, procrastination, and blame while increasing accountability, ownership, and responsibility at work. This is accomplished through asking proper questions (QBQ) when things are not going the “right.”

## Course Objectives

After completing this program, participants will be able to:

- Define the “Question Behind the Question” (QBQ)
- Eliminate victim thinking
- Defeat procrastination
- Bust Blame
- Identify and eliminate Incorrect Questions (IQ)
- Make accountability a core value

## Designed For:

All members of an organization.

## Presenter:

Kevin Jurek