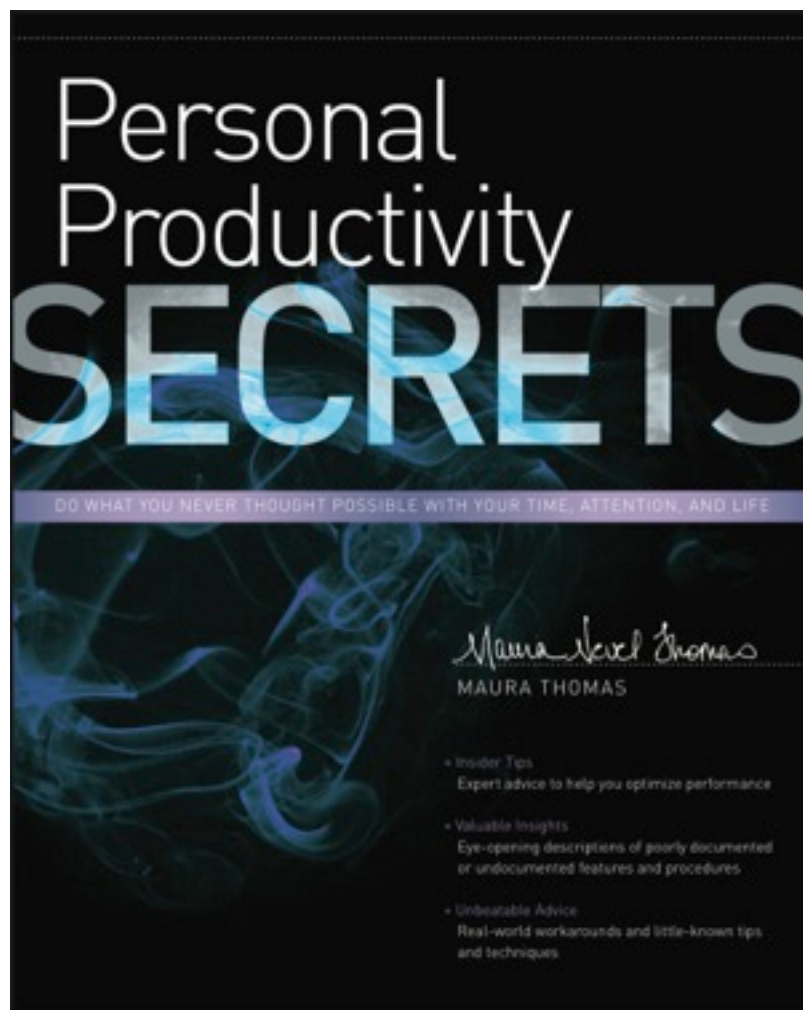


Illustrations and Reference Document  
to Accompany Audio Version of

*Personal Productivity Secrets: Do what you never thought possible with  
your time and attention, and regain control of your life!*  
by: Maura Nevel Thomas



Read by the author:



Produced by:



## Chapter 1

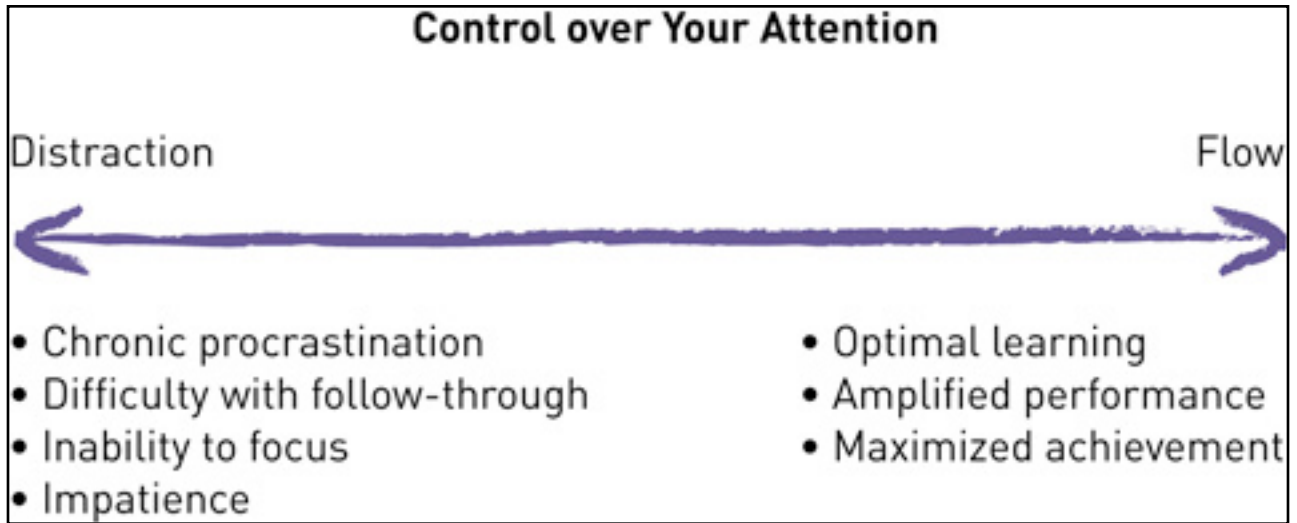


Fig. 1-1

## Chapter 2

*No images*

# Chapter 3

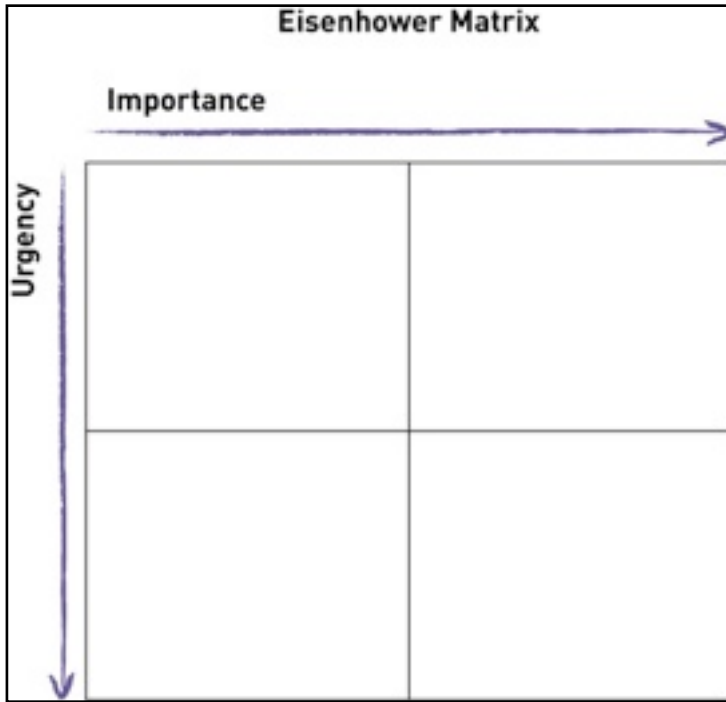


Fig. 3-1

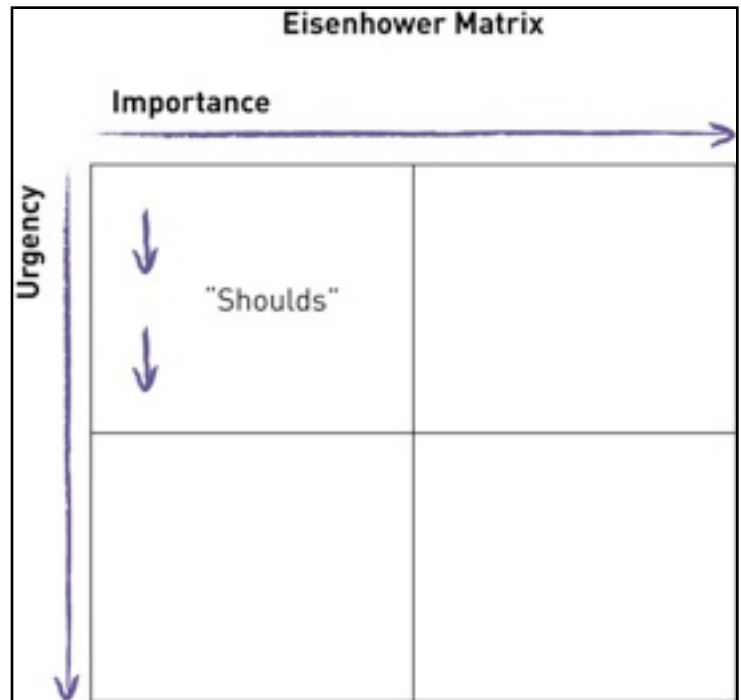


Fig. 3-2

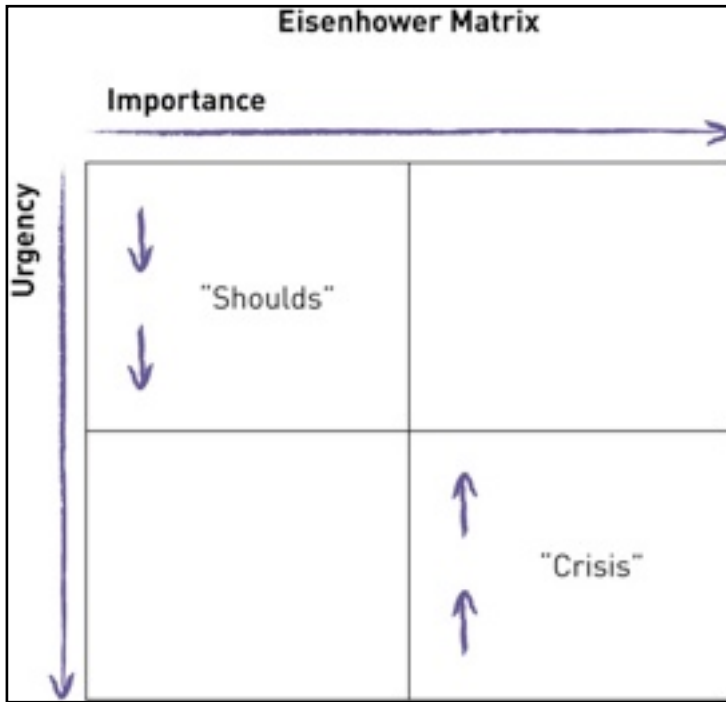


Fig. 3-3

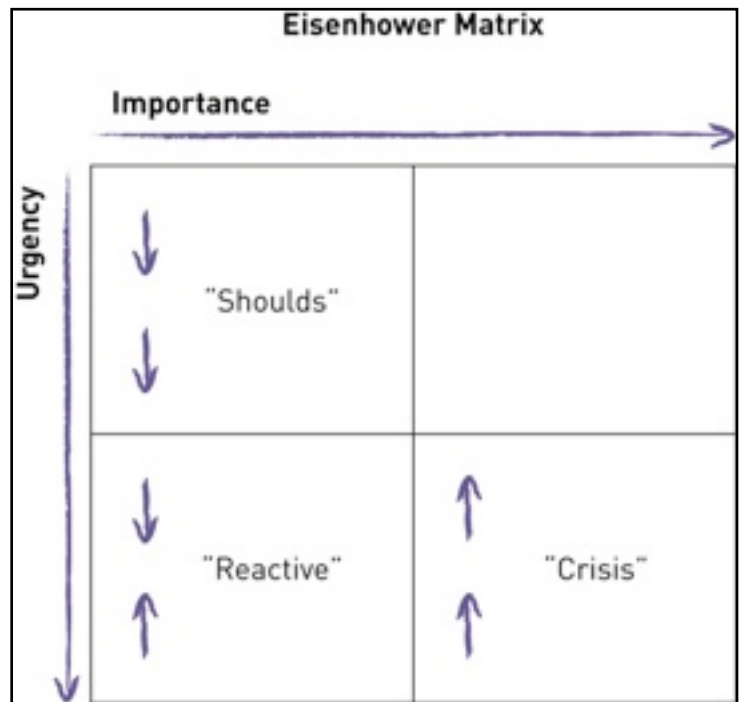


Fig. 3-4

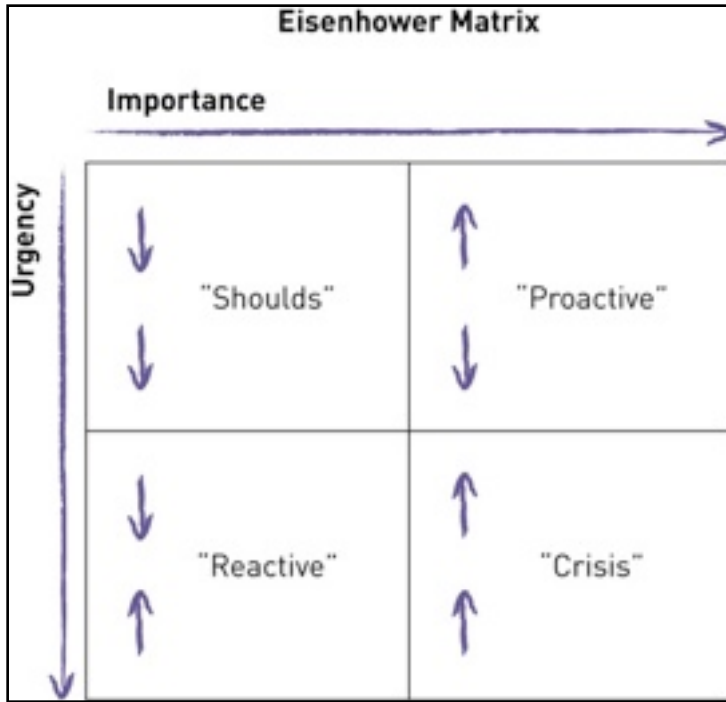


Fig. 3-5

## Chapter 4

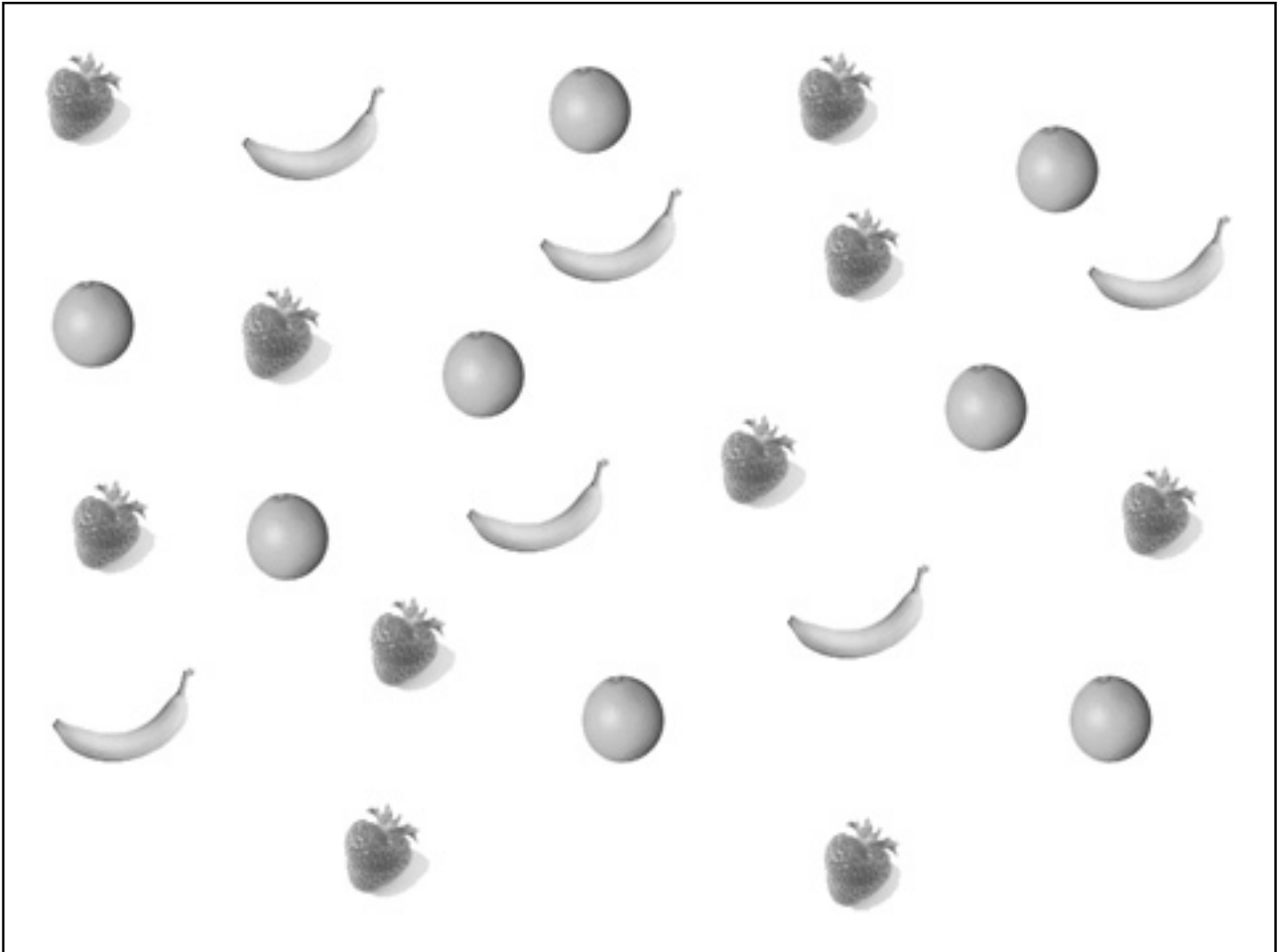


Fig. 4-1

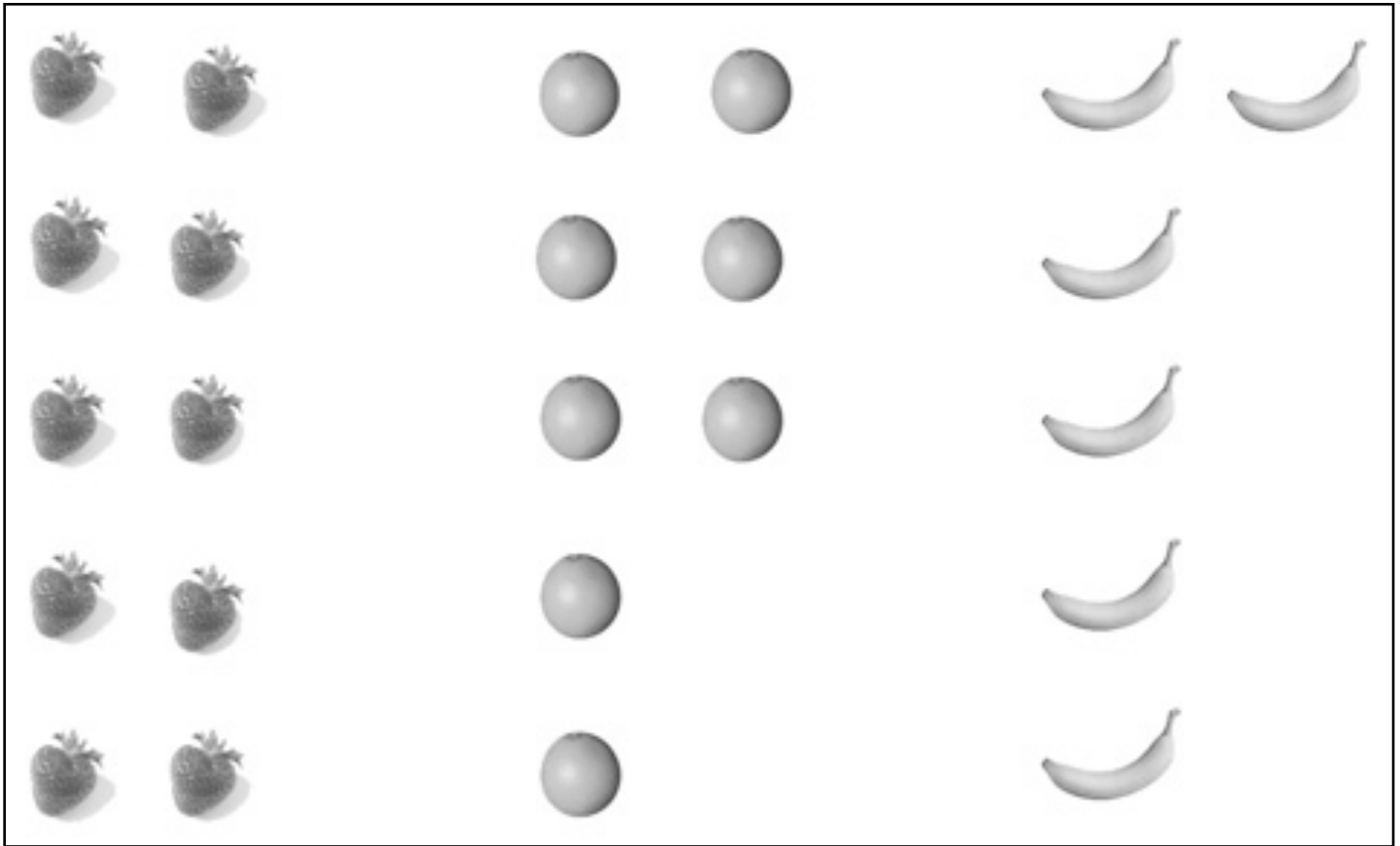


Fig. 4-2

## Chapter 5

<b>As of April, 2013</b>	<b>Outlook</b>	<b>Apple OS X Tools</b>	<b>Google</b>
Calendar	Good	Good	Good
Ease of syncing with a smartphone	Good	Good	Good
Tasks	Good	Good	Poor
Ease of syncing with a smartphone	Depends on phone	Good	Poor
Contacts	Good	Good	Fair
Ease of syncing with a smartphone	Good	Good	Good
Notes	Fair	Fair	Poor
Ease of syncing with a smartphone	Fair (depends on phone)	Fair (depends on phone)	Poor
Email	Good	Good	Good
Ease of syncing with a smartphone	Good	Good	Good
Easy integration of above with each other	Good	Fair*	Fair
Share calendars and contacts with others	Fair (paid option)	Good	Good
Accessible from anywhere	Fair (paid option)	Good	Good
Easy to back up and restore	Poor	Good	Poor
Control	Good	Good	Fair**
<p>*The integration of each of the OS X tools with each other is rather clunky. However, a third-party software called MailTags makes this integration very easy and smooth. I discuss this in more detail in Chapter 7.</p> <p>**I suggest that your control over Google tools is fair because Google has recently released an app that allows you to access your Google tools when you're offline, but only if you are using the Google Chrome browser.</p>			

Fig. 5-1



## Chapter 6

No images

## Chapter 7

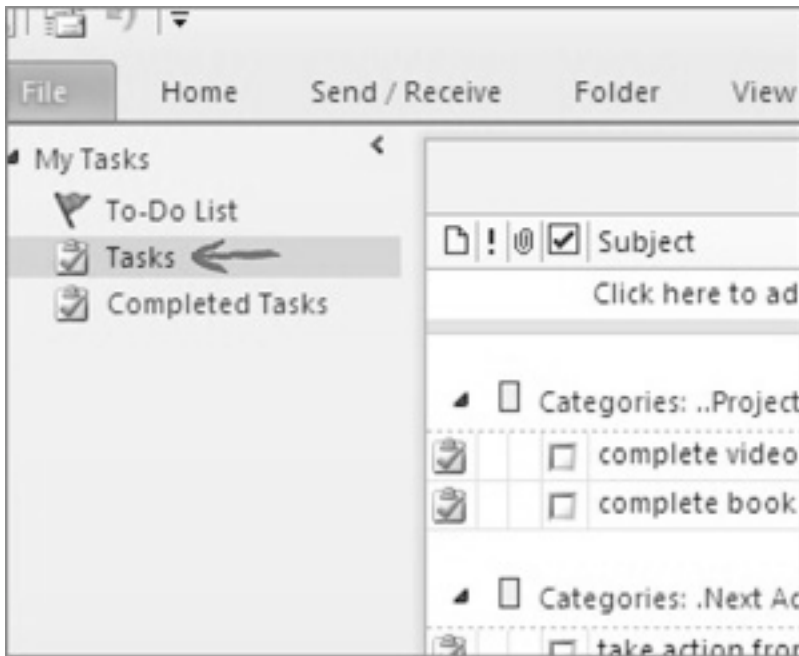


Fig. 7-1

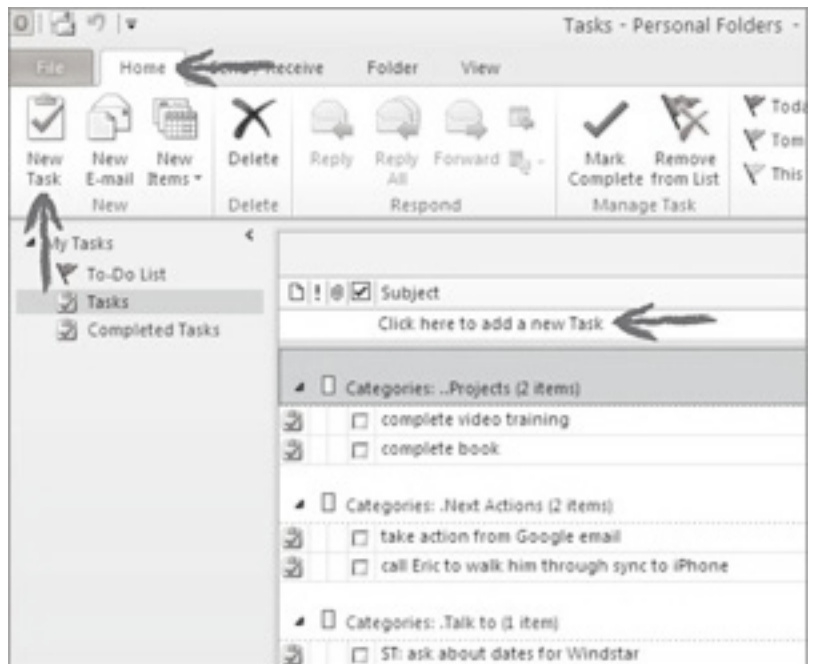


Fig. 7-2

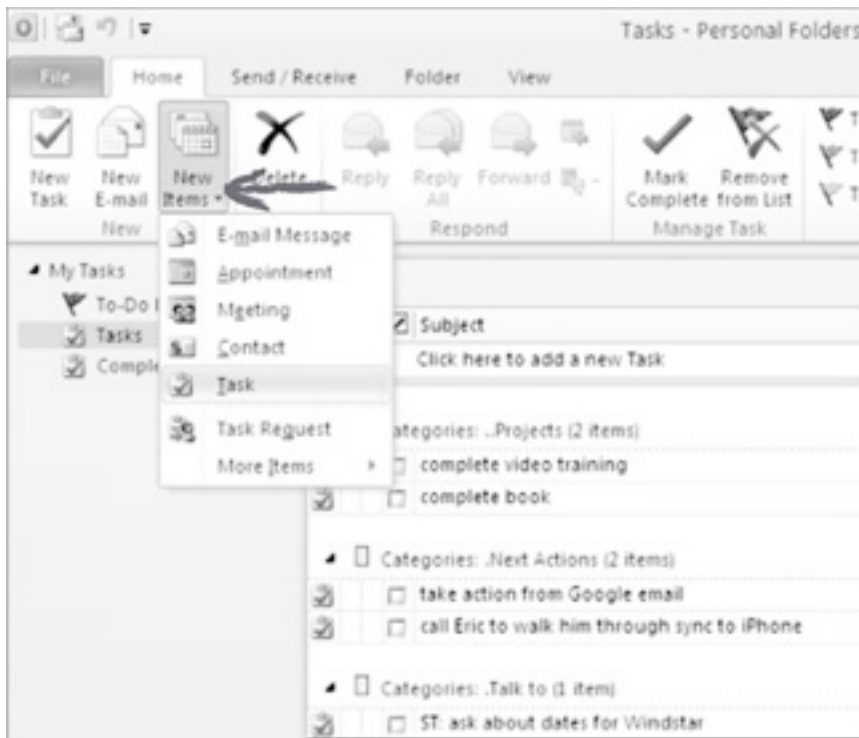


Fig. 7-3

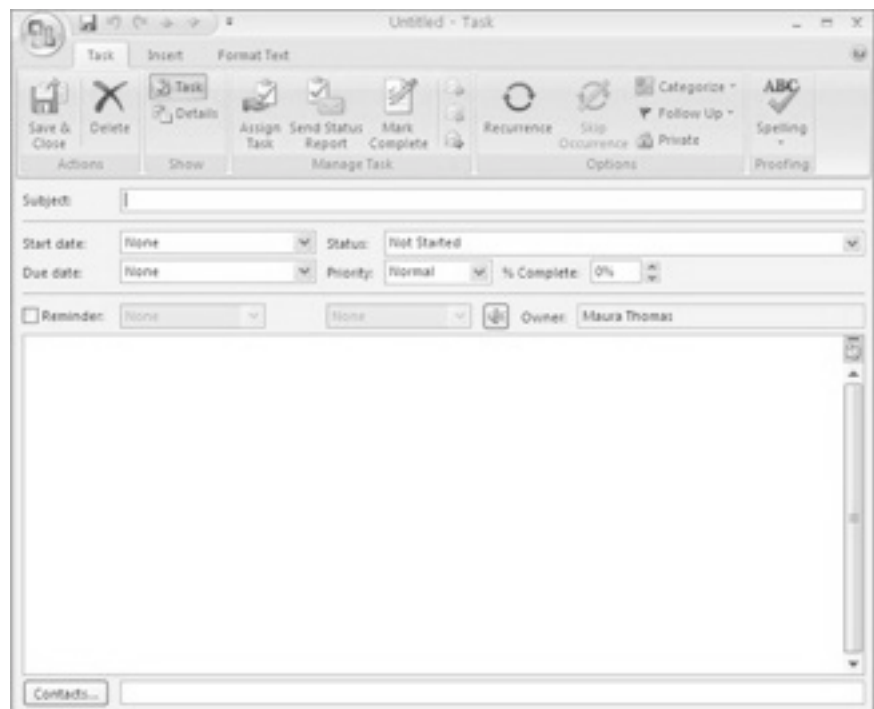


Fig. 7-4

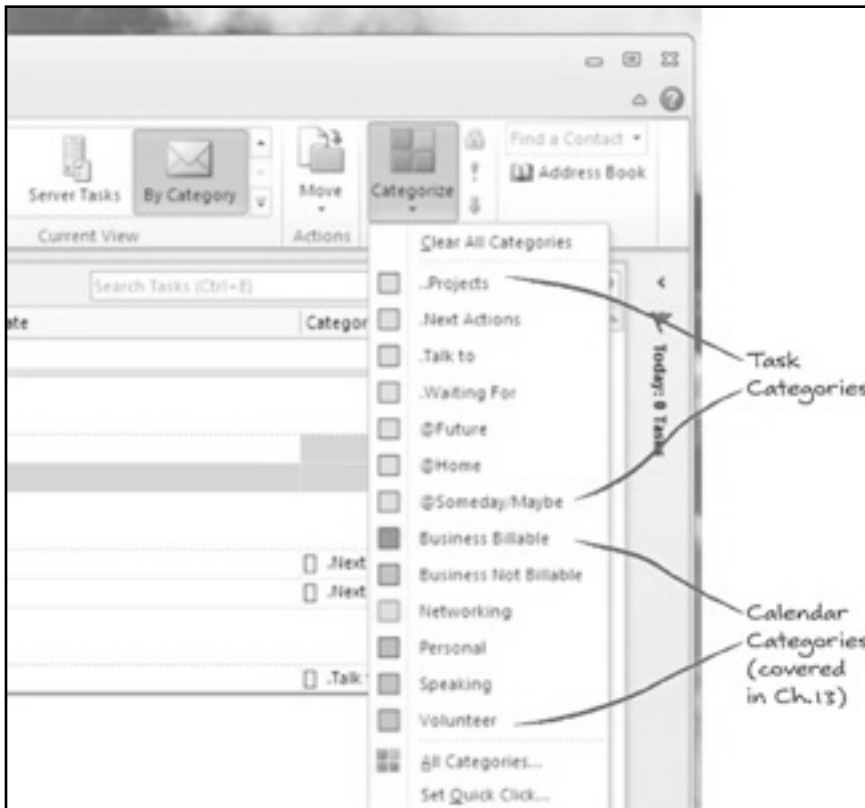


Fig. 7-5

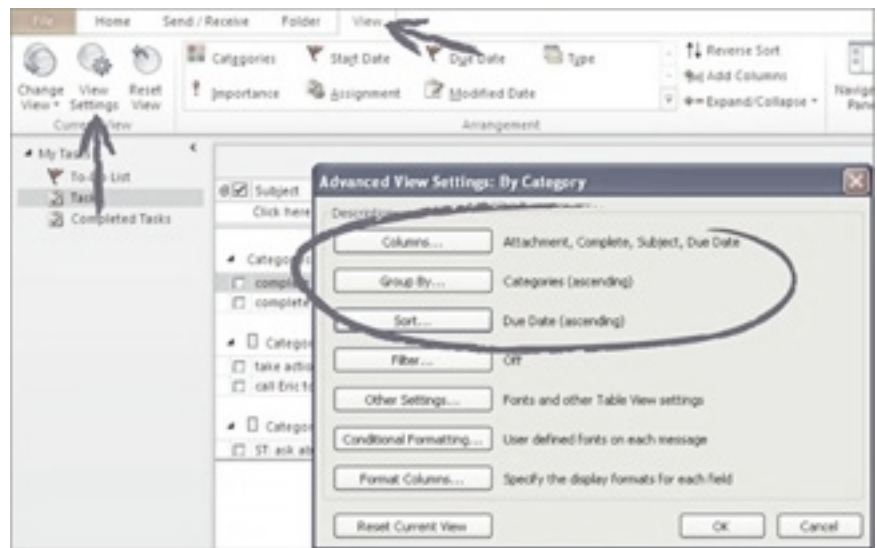


Fig. 7-6

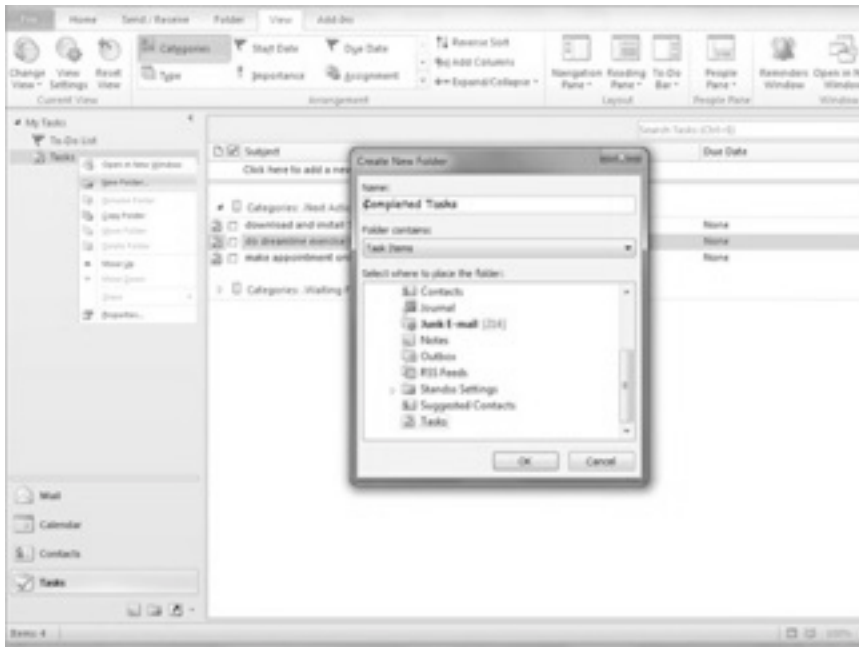


Fig. 7-7

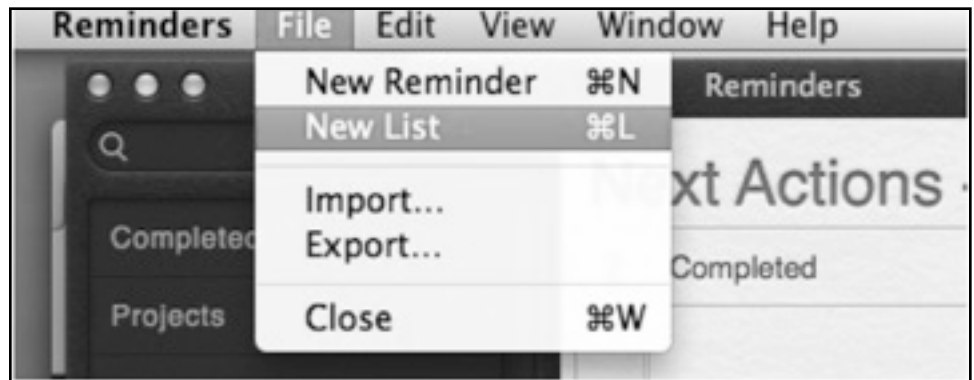


Fig. 7-8

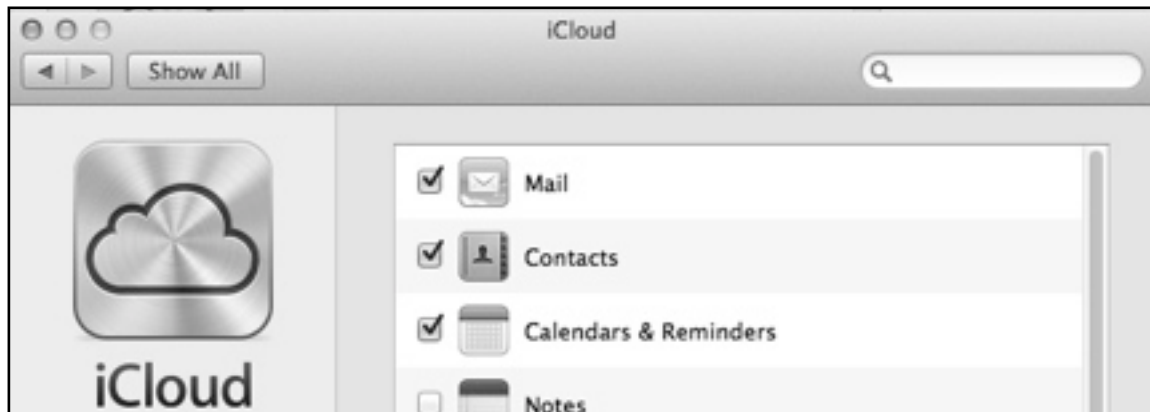
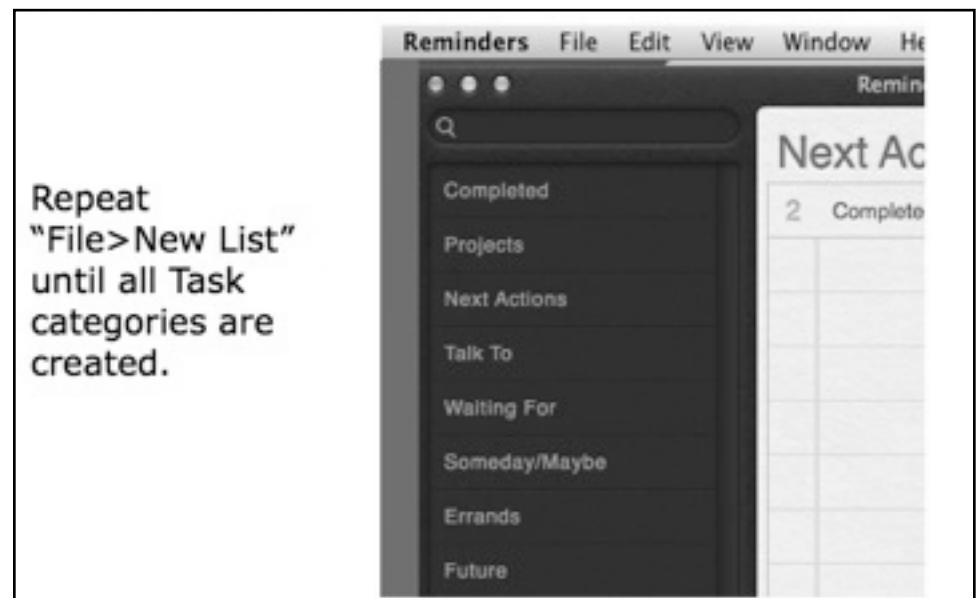


Fig. 7-9



Repeat  
"File>New List"  
until all Task  
categories are  
created.

Fig. 7-10

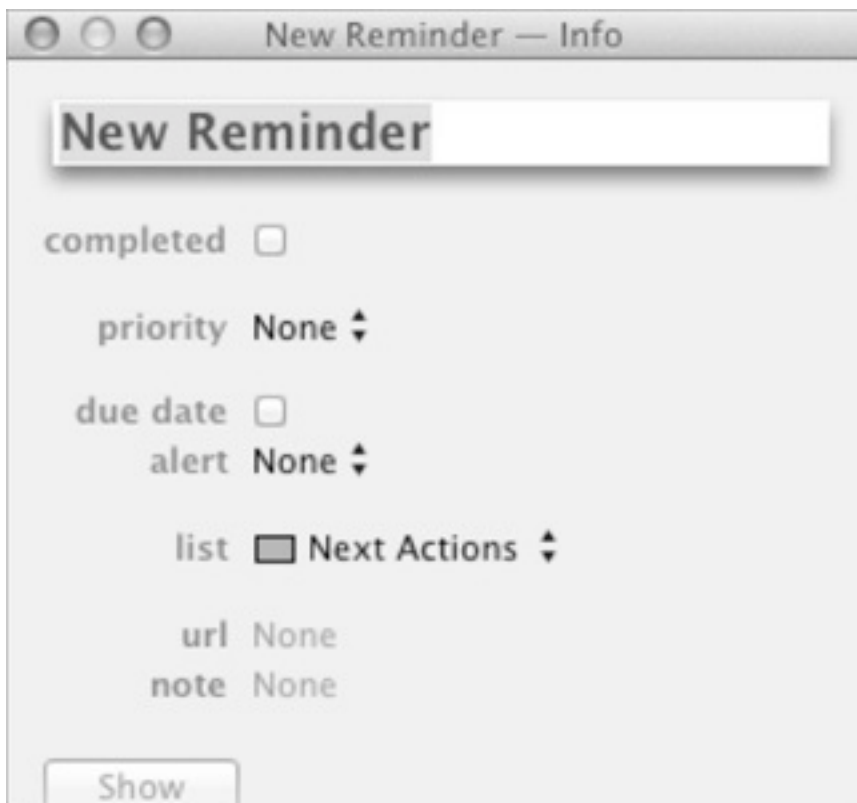


Fig. 7-11

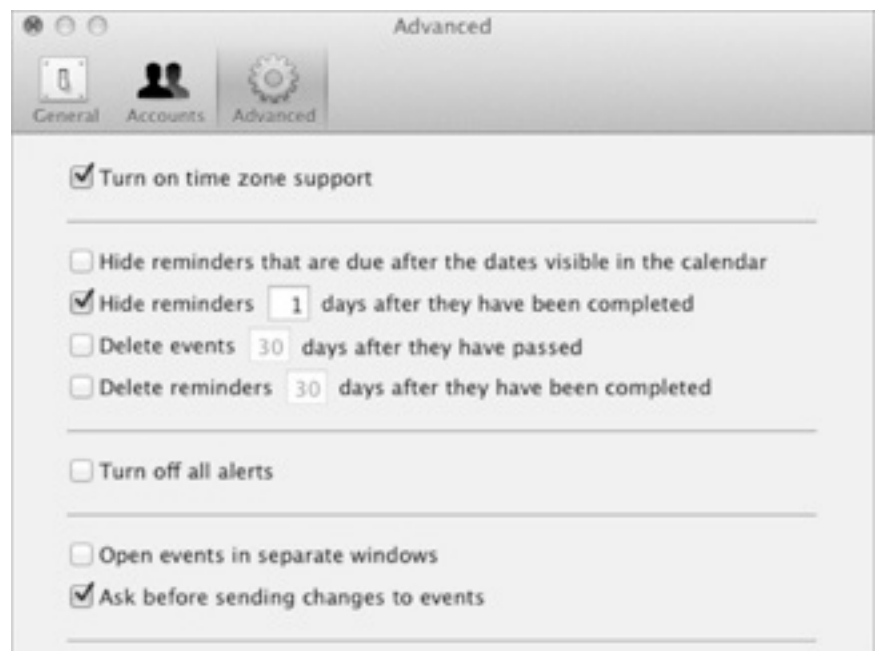


Fig. 7-12

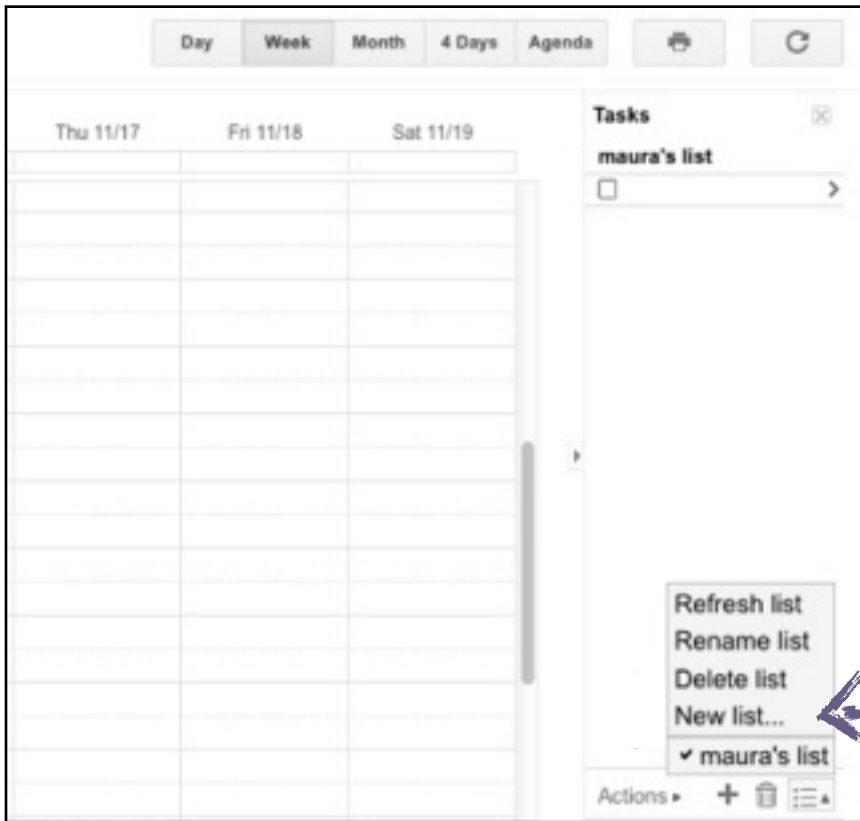


Fig. 7-13

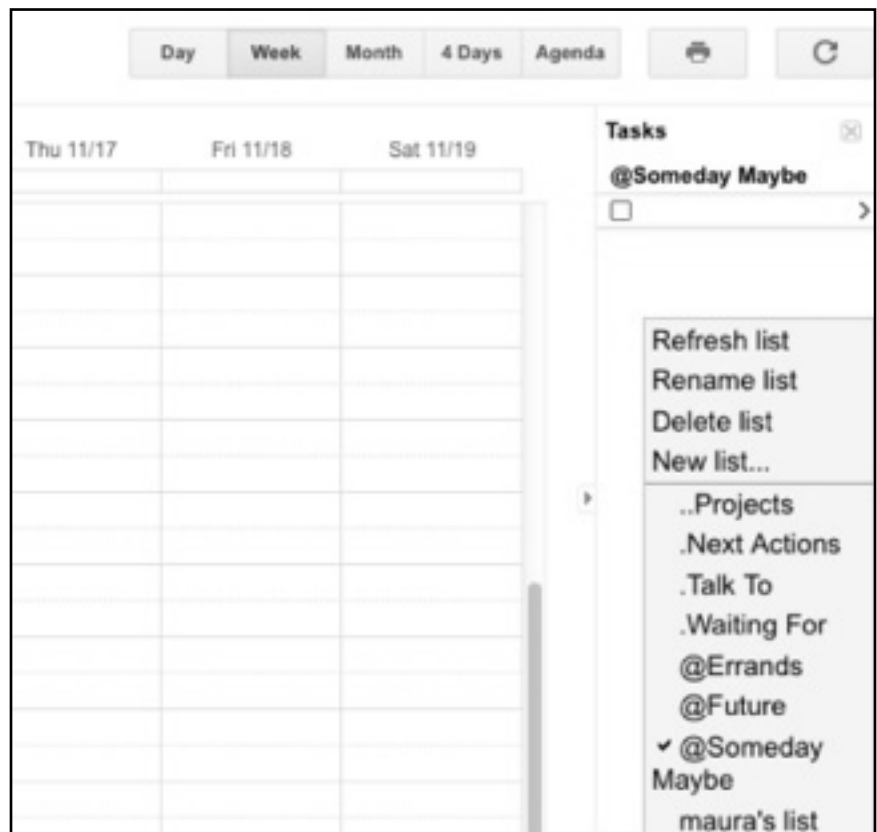


Fig. 7-14

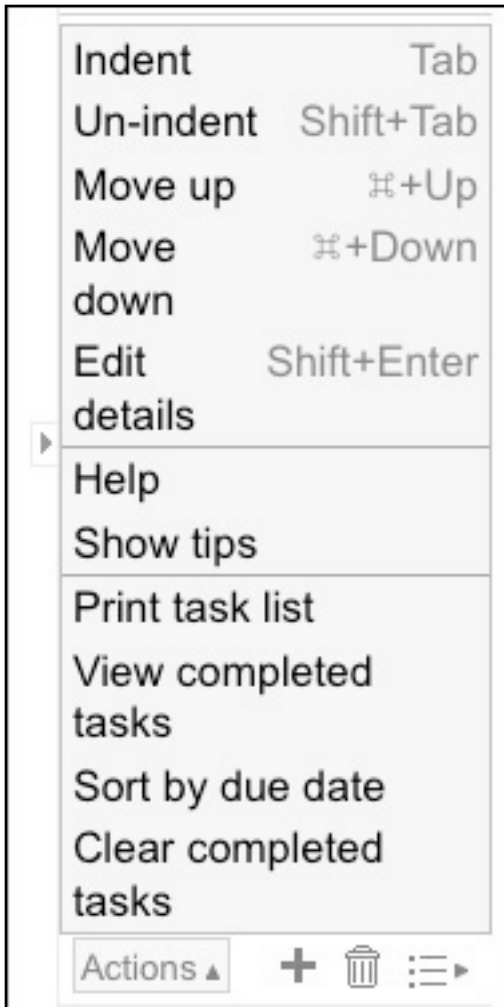


Fig. 7-15

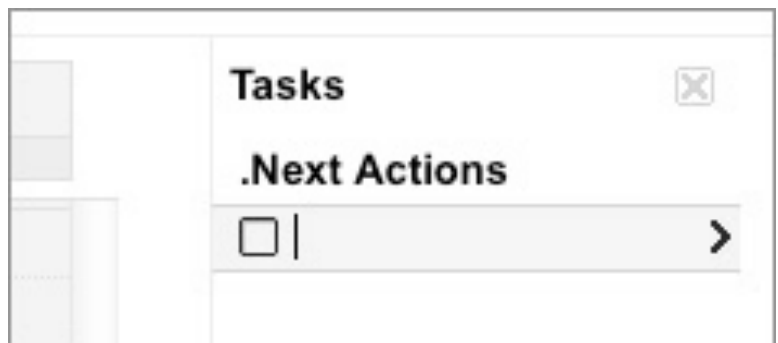


Fig. 7-16



## Chapter 8

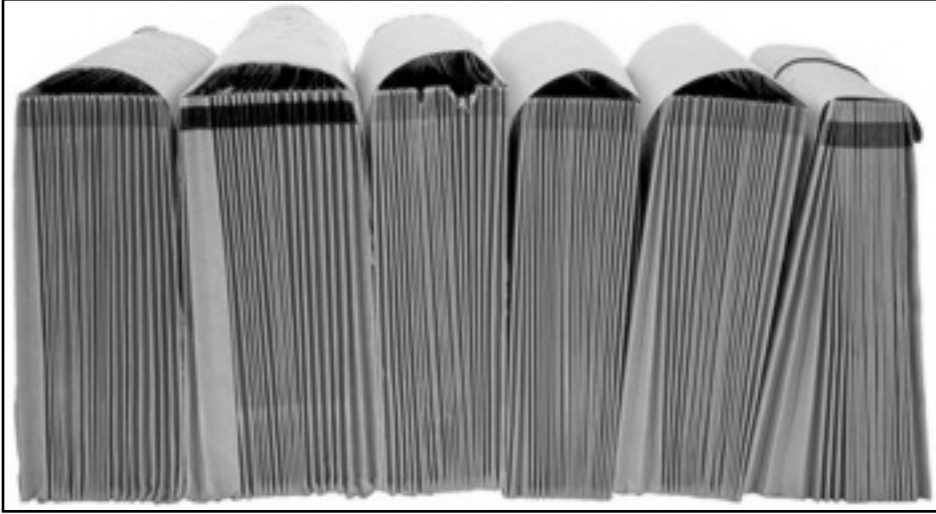


Fig. 8-1



Fig. 8-2

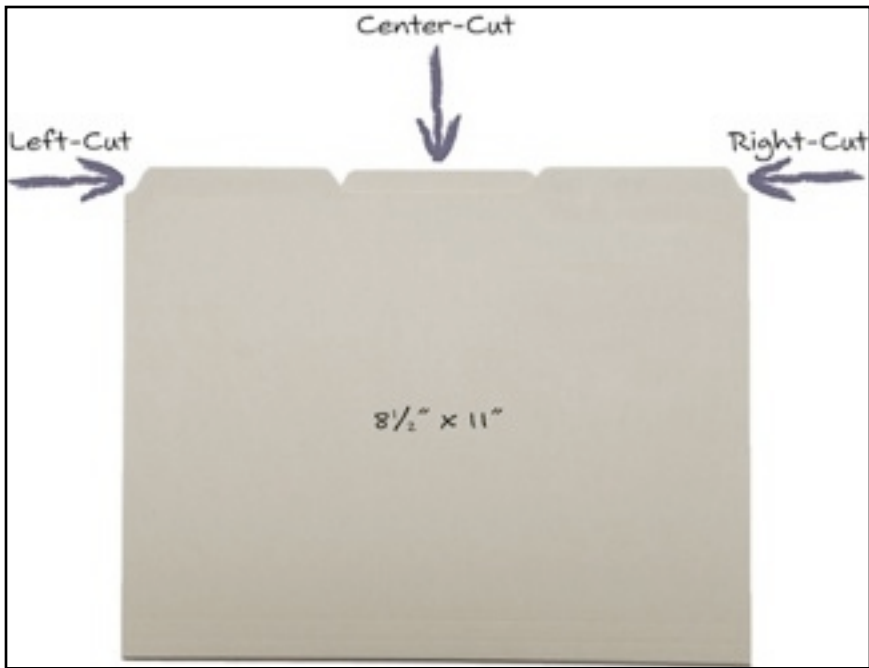


Fig. 8-3

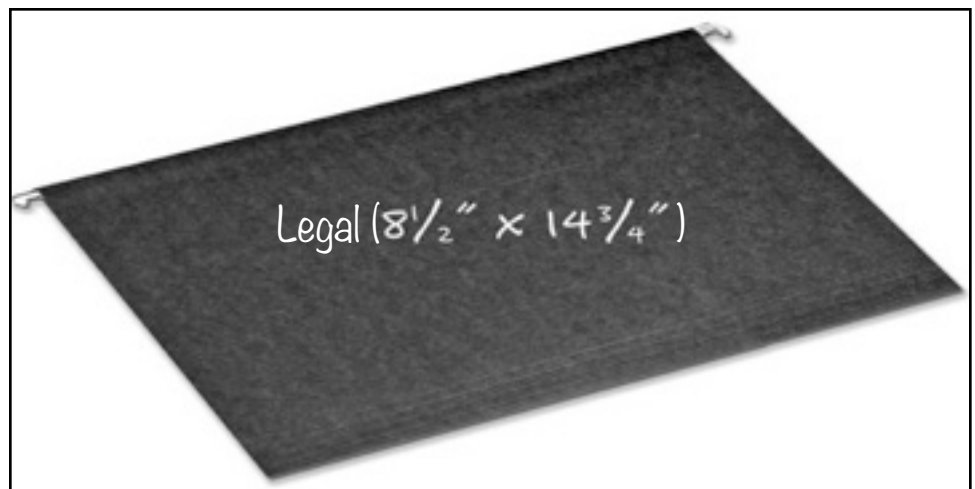


Fig. 8-4

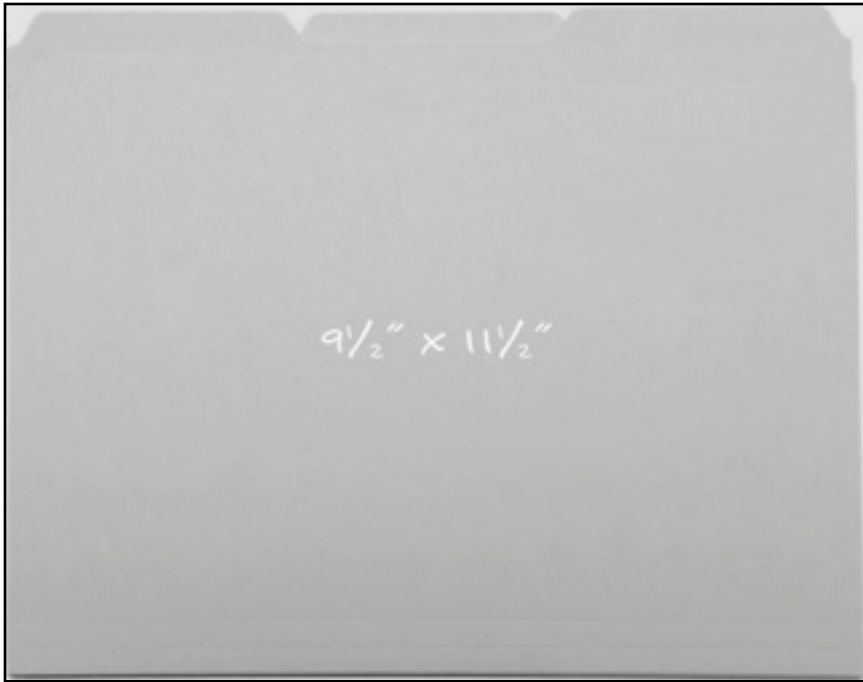


Fig. 8-5

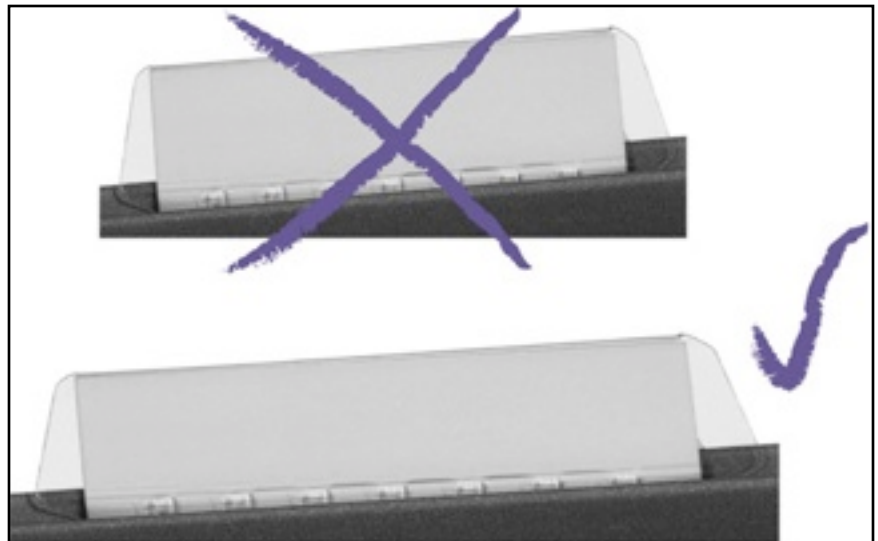


Fig. 8-6



Fig. 8-7



Fig. 8-8

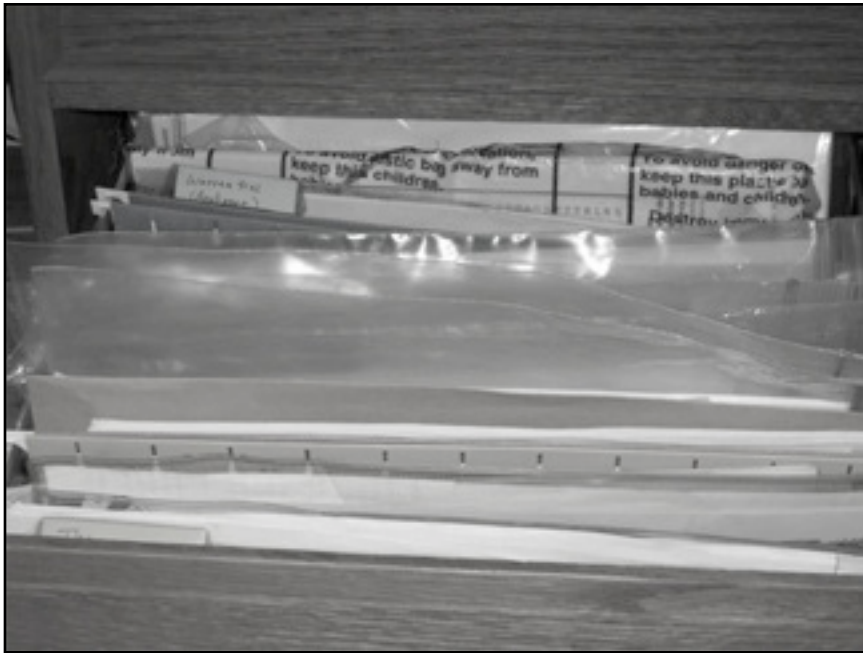


Fig. 8-9

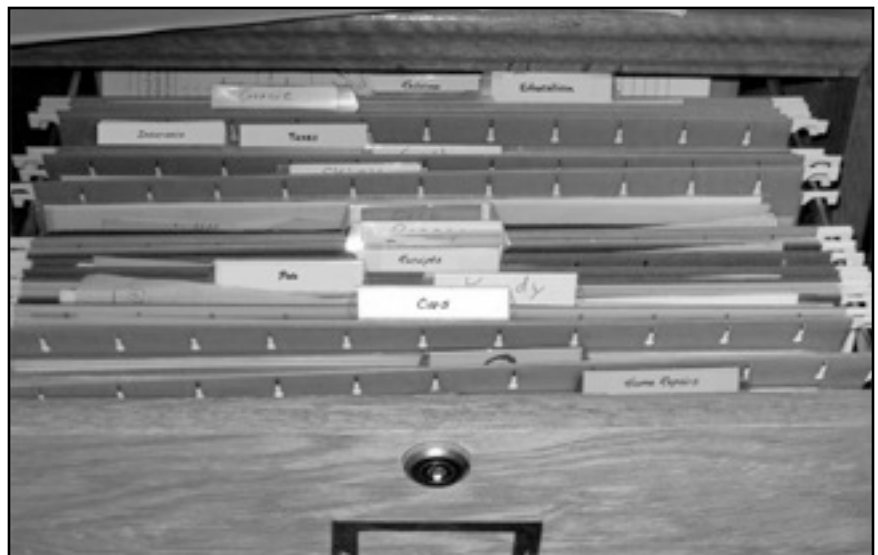


Fig. 8-10



Fig. 8-11

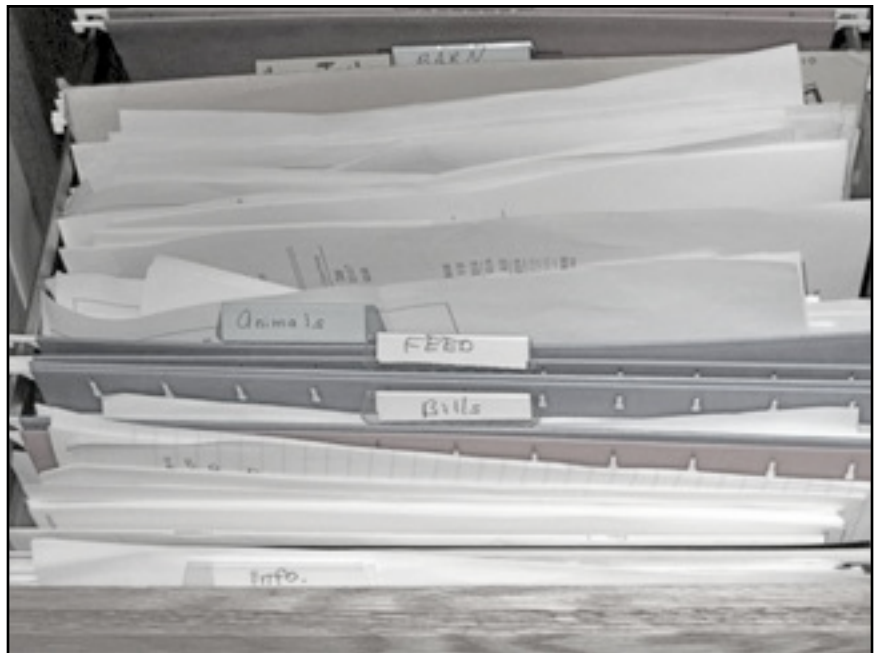


Fig. 8-12



Fig. 8-13



Fig. 8-14

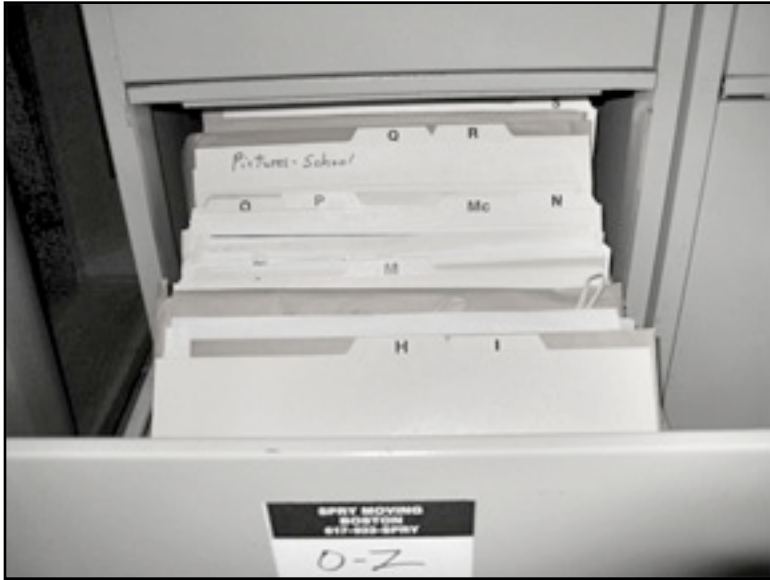


Fig. 8-15



Fig. 8-16



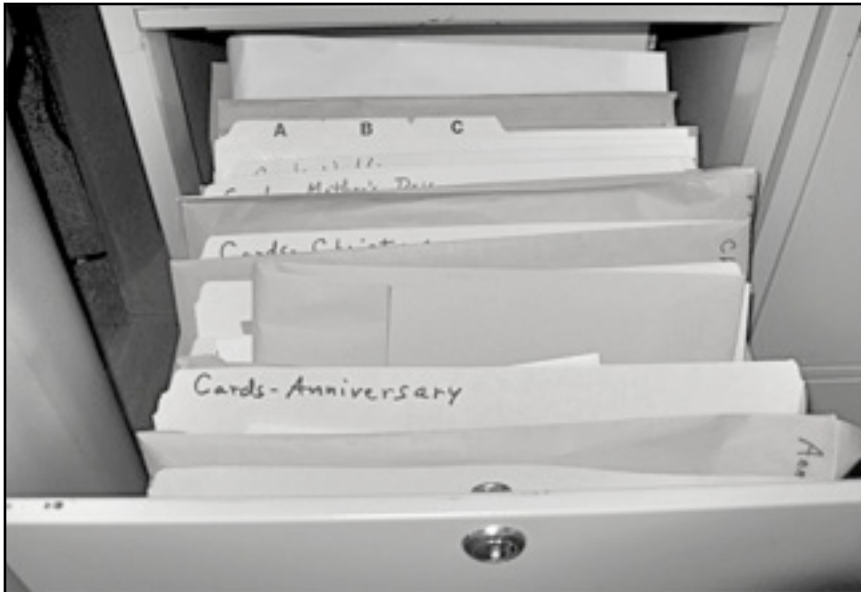


Fig. 8-17



Fig. 8-18



Fig. 8-19

## Action Files

The following list offers more detailed suggestions for your Action Files. As shown in the figures in the preceding section, the indent position in the following list corresponds to the cut of the file, which denotes the level of categorization.

Next Actions (put your general Next Actions paperwork in this file)

Bills to Be Paid

Contacts to Enter (in your PIM or your marketing database, for example)

Projects (you don't have any "general" project information, so this is just a hanging file, taped shut, that serves as a placeholder)

*Project Name #1*

*Project Name #2*

And so on (projects filed alphabetically by name)

Waiting For

Fig. 8-20

## Handy Reference Files

The following is a list of suggested files for your Handy Reference Files. I have noticed that an increasing number of people deal with as much (or more) paper at home than at work, so these are suggestions for personal files.

Automobiles (put purchase and repair receipts here)

*Your Car #1*

*Your Car #2*

Credit Reports & Information

Education Records

Employment Records

Health (including copies of medical records, test results, and so on)

Medical

Dental (alternatively, instead of Medical, Dental, and so on, you could have a center-cut folder for each family member)

Home Ownership Info (appraisal, title, floor plan, and so on)

Important Personal Documents (catch-all for anything you consider important that isn't in your safe or safety deposit box, such as marriage license, jury duty information, passports, and so on)

Insurance Policies (but not insurance bills)

Jewelry & Valuables (for example, purchase receipts and appraisals)

Keepsakes/Mementos (such as pictures, cards, ticket stubs)

Kudos/Accomplishments (thank-you notes, press, recommendations, recognition, certificates)

Manuals & Warranties

Pets (vaccination and health records, licenses, pedigree information, etc.)

Tax Returns

Fig. 8-21

## Handy Reference: Financial Files

This section provides a list of suggestions for your Handy Reference: Financial Files. As mentioned earlier, it is increasingly unnecessary to keep much of this information because you can access it online, so carefully consider whether these files are relevant. For example, some may be relevant if you are a business owner and the items are tax deductible. If you can justify why storing an item is helpful to you, then it is worth keeping. Don't save something because you *might* need it; in most cases, you can just contact the relevant vendor if you later need something.

### Banking

- Checks (if you print your checks, you can put the stack of blank ones in this file)

- Statements

### Expenses

#### Credit Card Statements

- American Express

- MasterCard

- Visa

#### Debt Statements

- Home Equity Line

- Personal Loan

- School Loan

#### Health Expenses

- Household Expenses

- Insurance Expenses

- Investment Expenses

- Rental Properties

- Retirement Accounts

- (Others?)

- Repairs & Maintenance

- Tax Deductible/Tax Related

- Telephone

- Utilities

- Income (paycheck stubs or other income-related information)

Fig. 8-22

## Chapter 9

No images

## Chapter 10

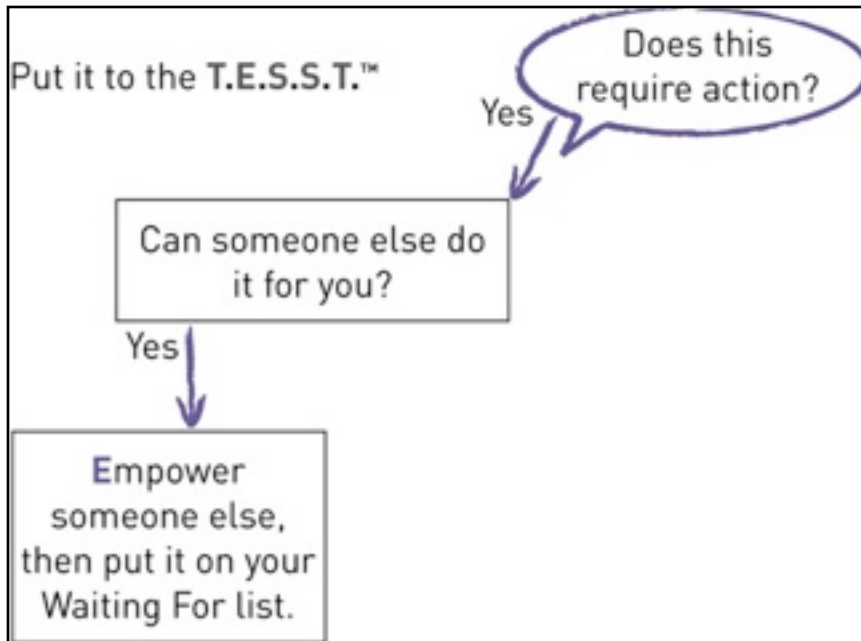


Fig. 10-1

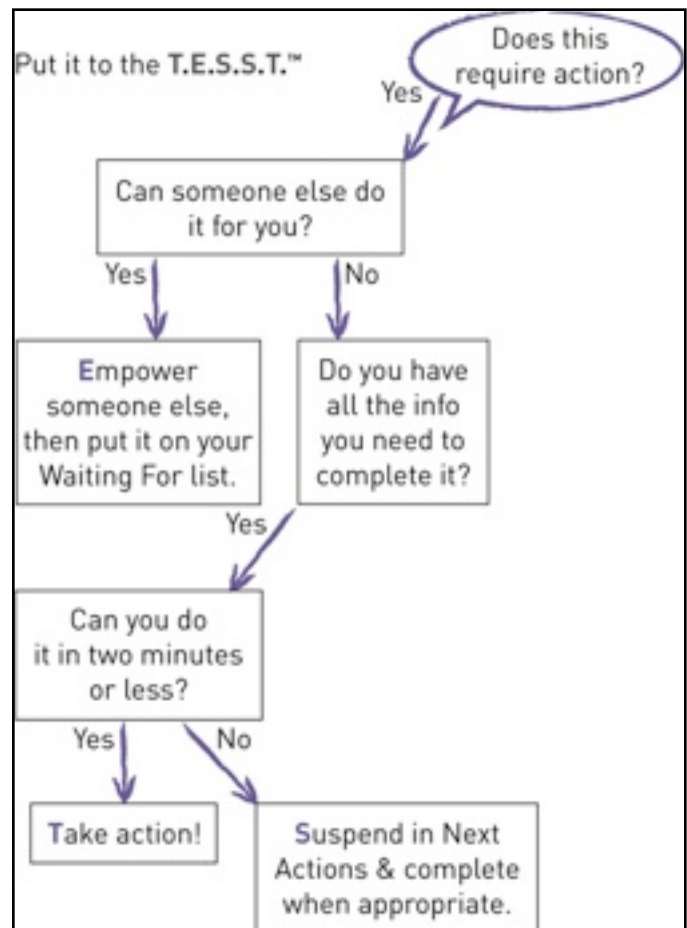


Fig. 10-2

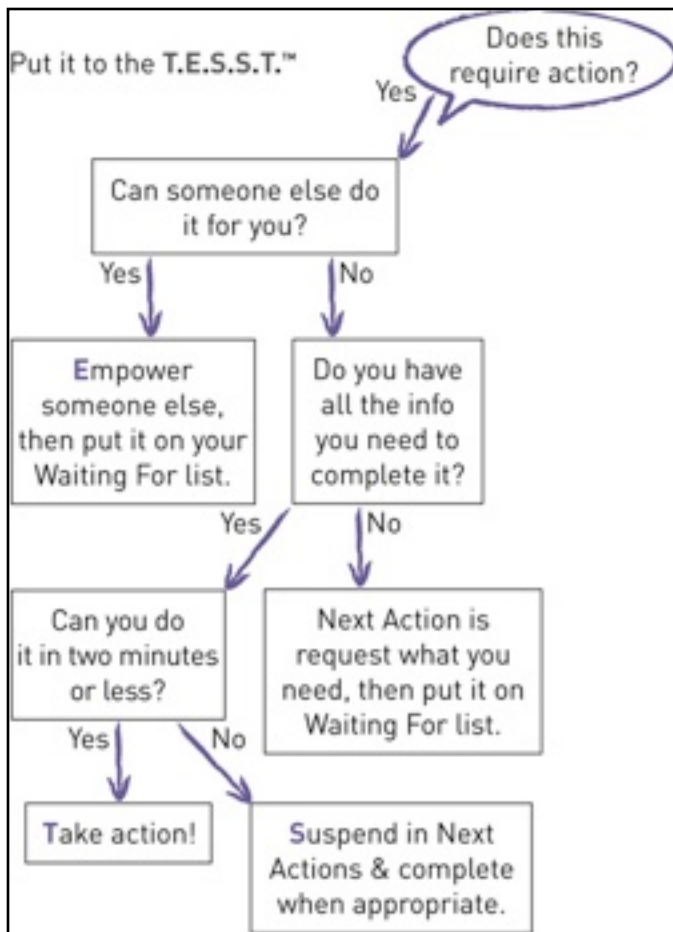


Fig. 10-3

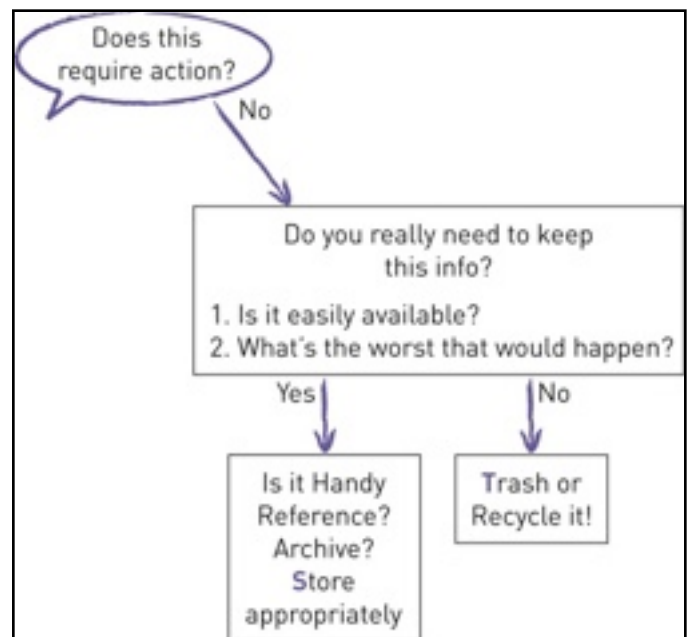


Fig. 10-4

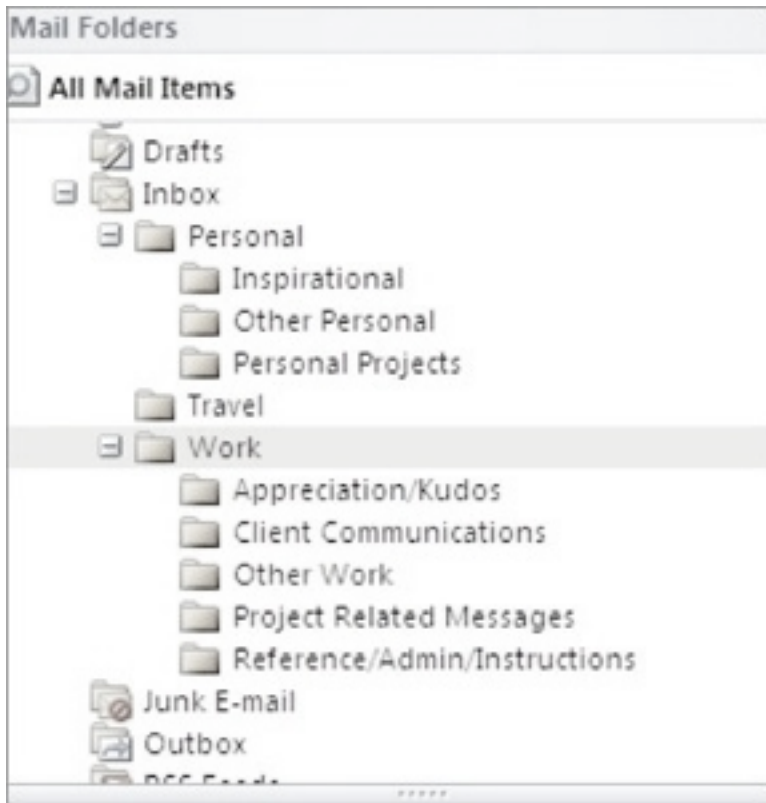


Fig. 10-5

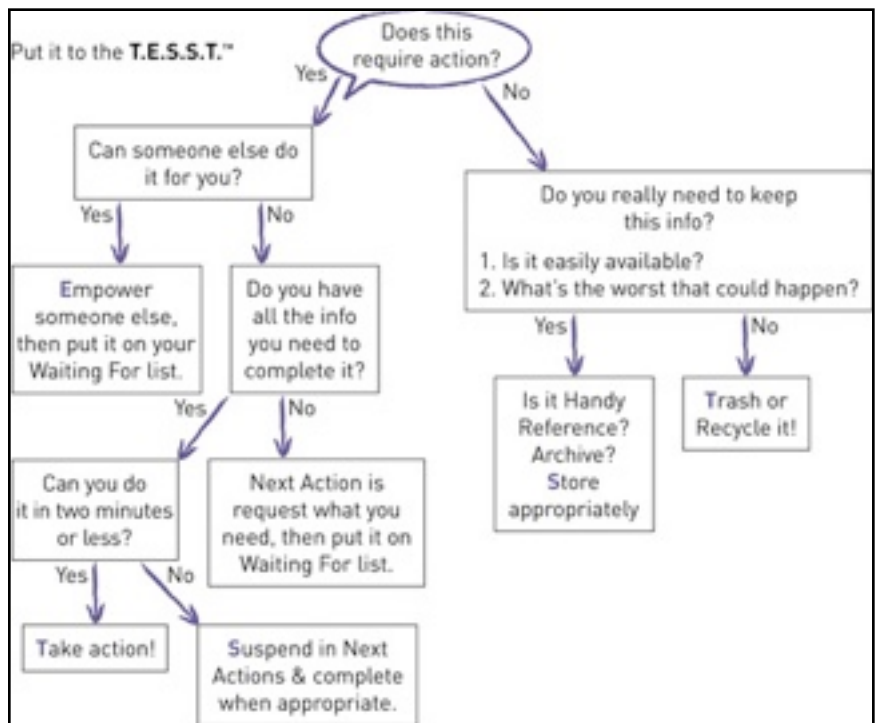


Fig. 10-6

# Chapter 11

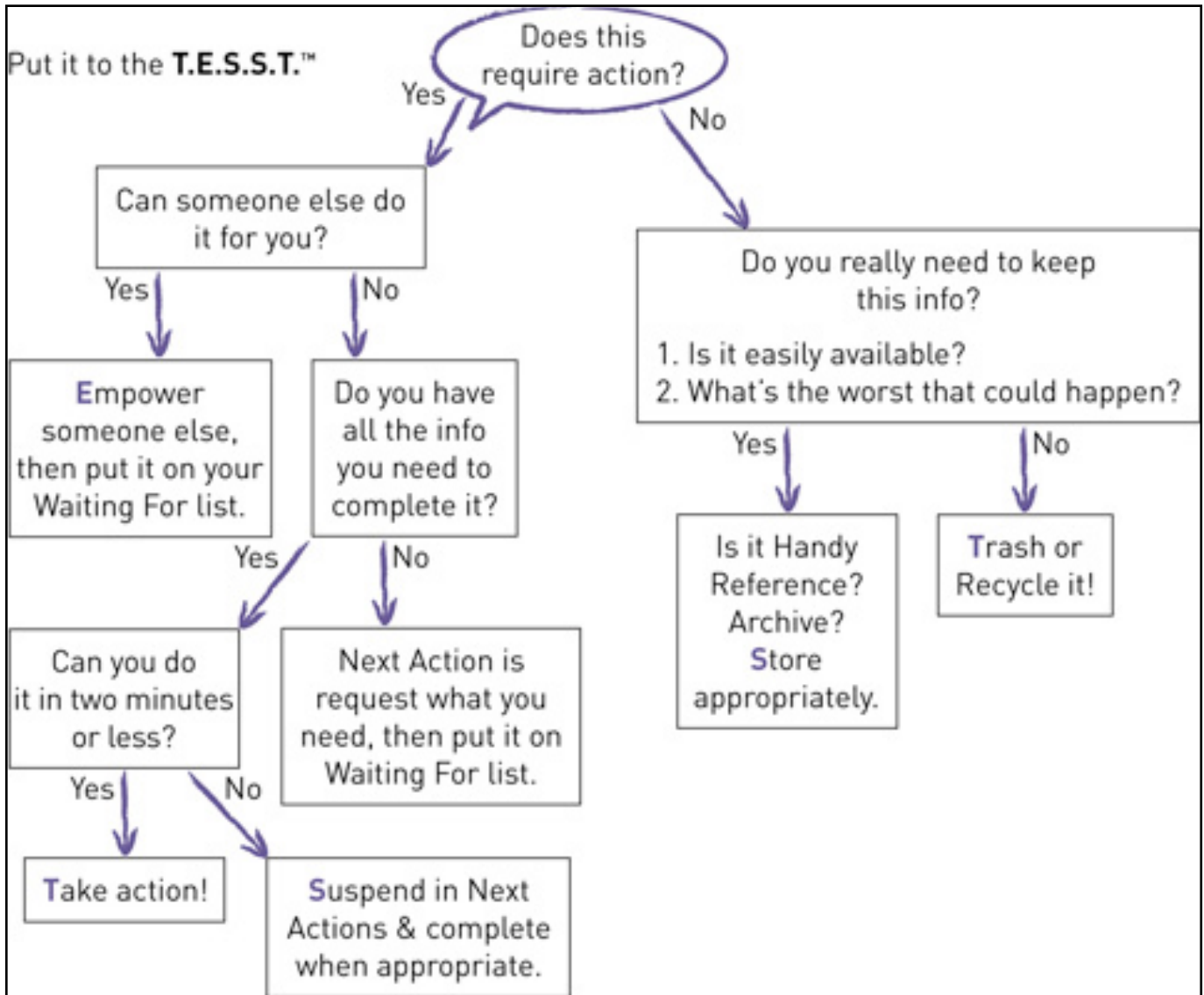


Fig. 11-1



## Chapter 12

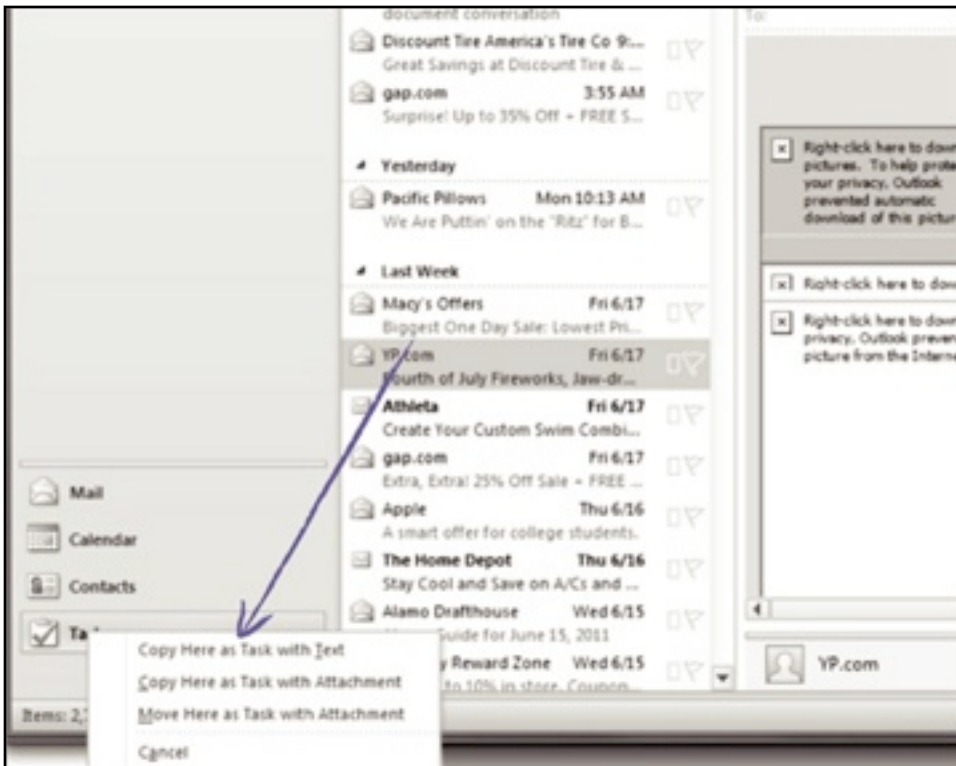


Fig. 12-1

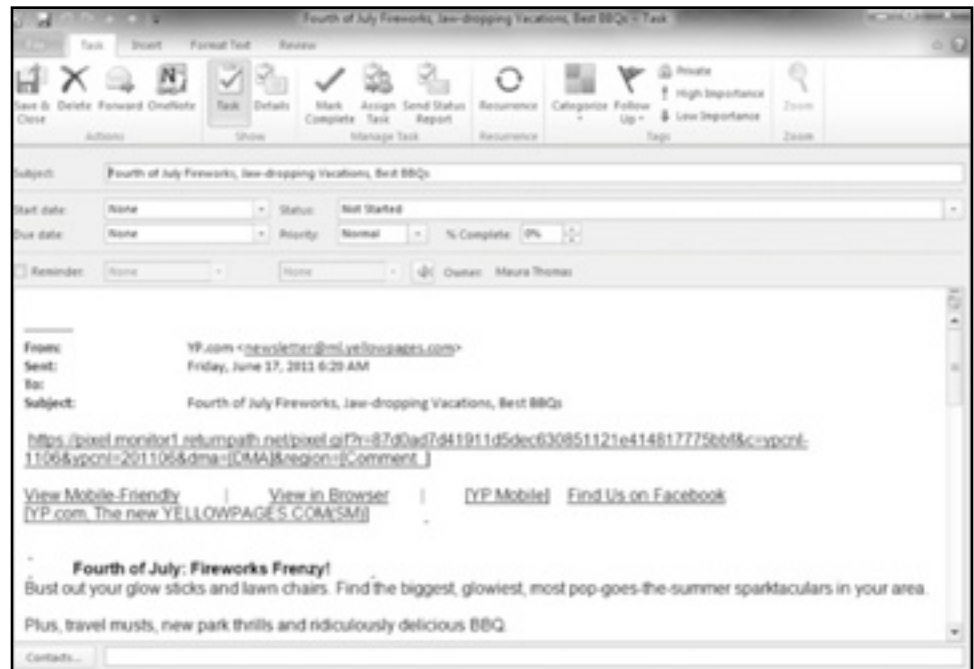


Fig. 12-2

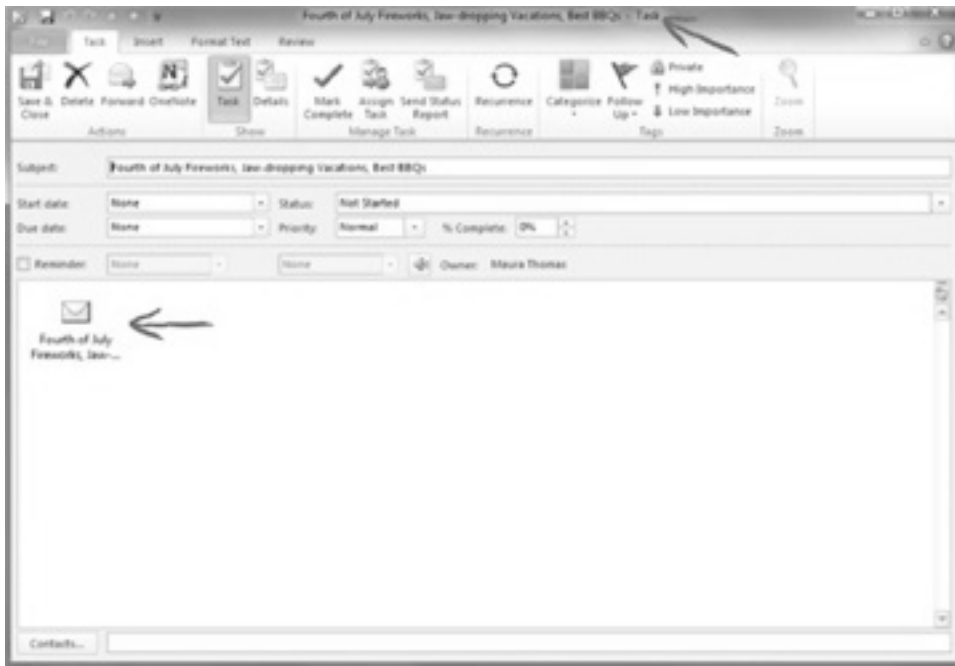


Fig. 12-3

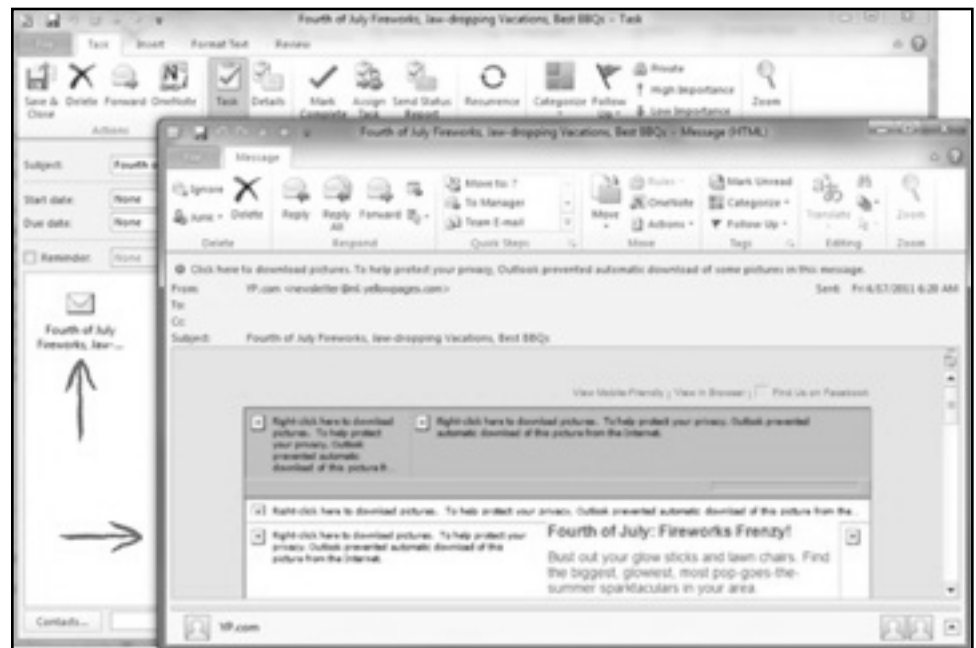


Fig. 12-4

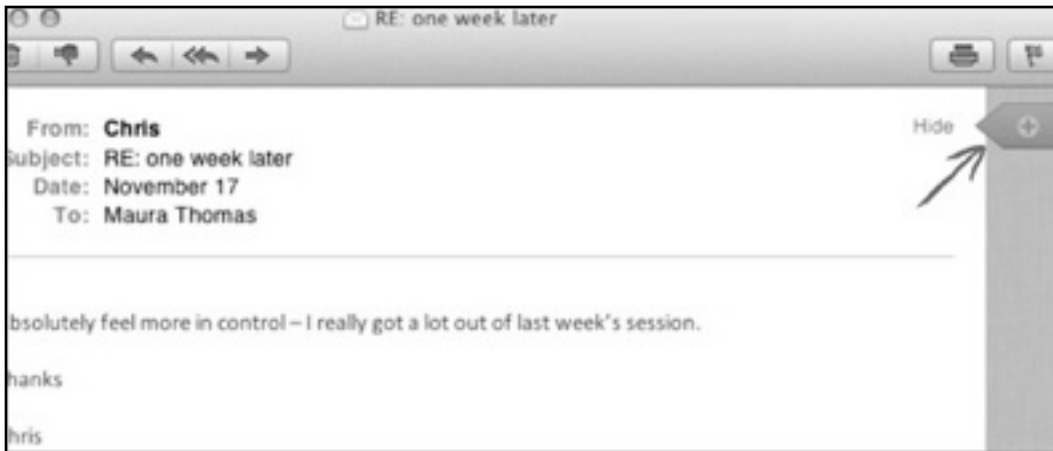


Fig. 12-5

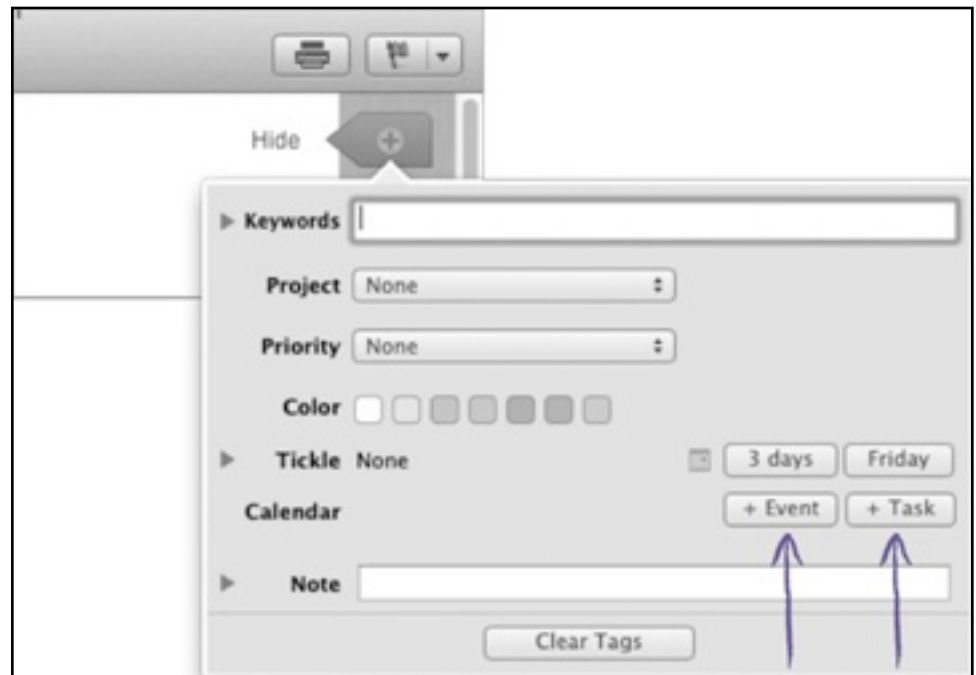


Fig. 12-6

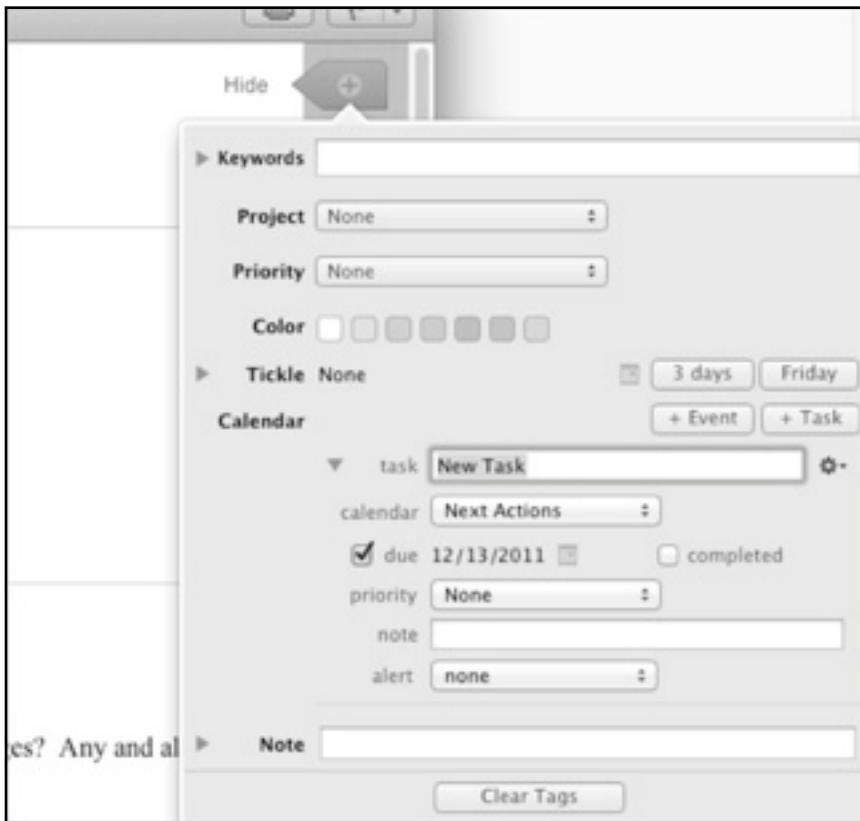


Fig. 12-7

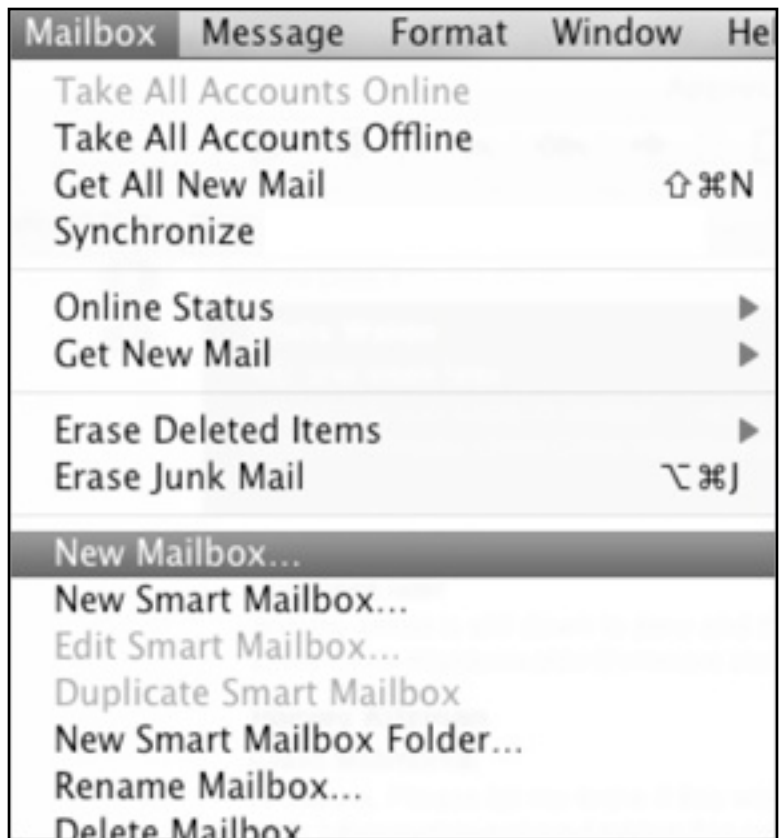


Fig. 12-8

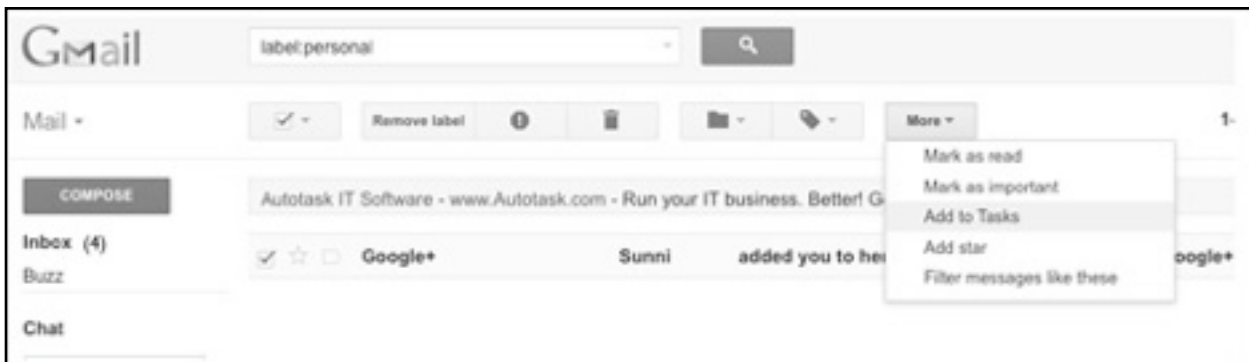


Fig. 12-9

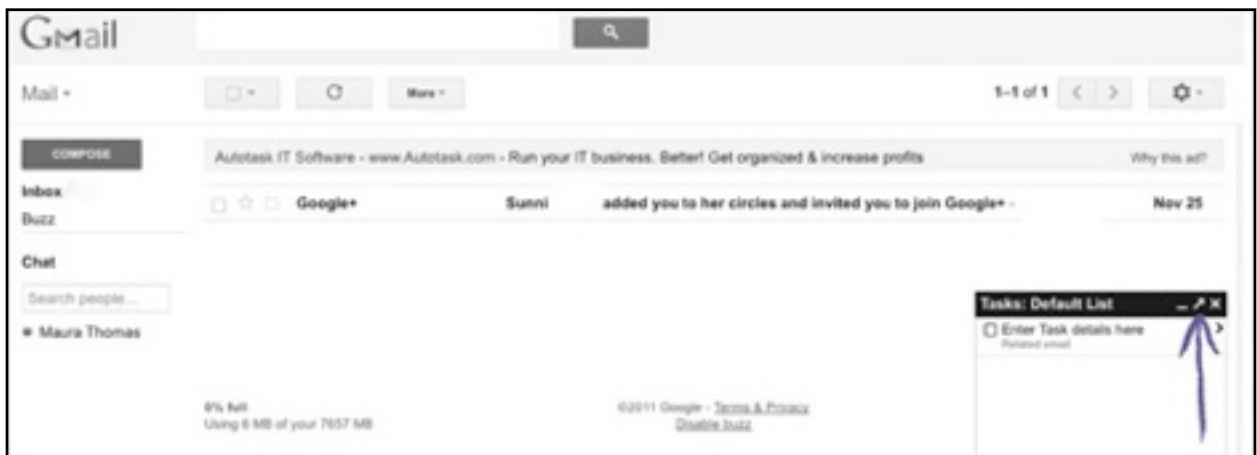


Fig. 12-10

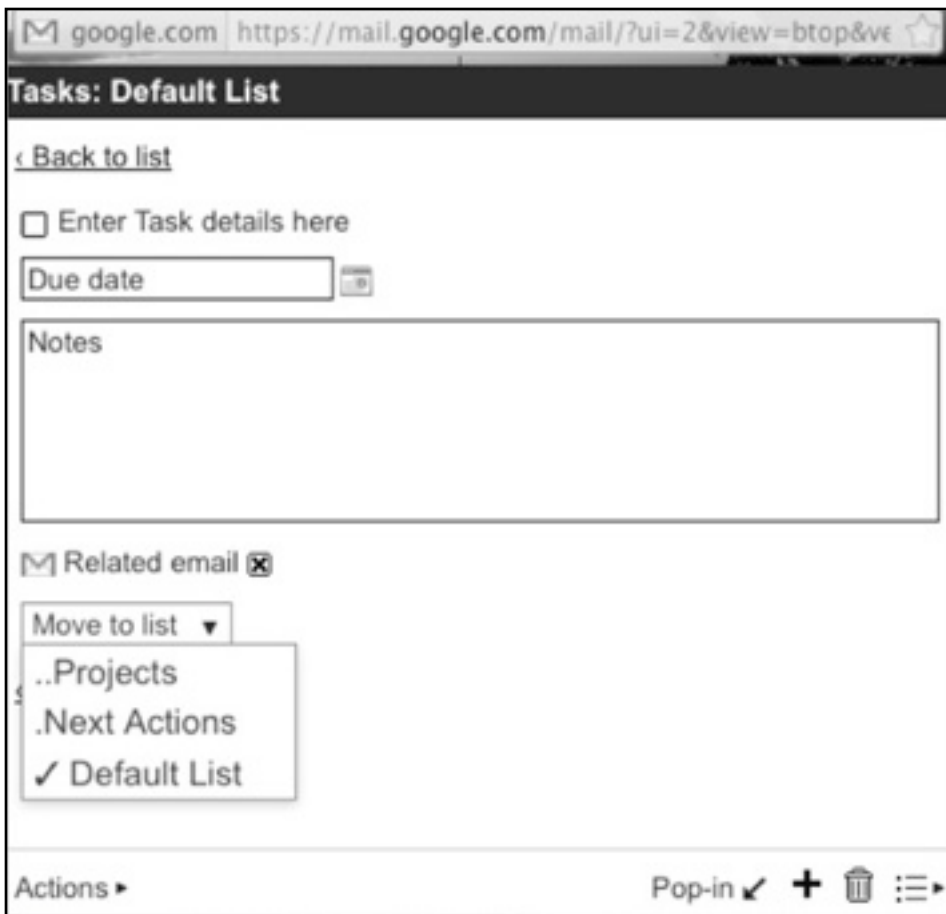


Fig. 12-11

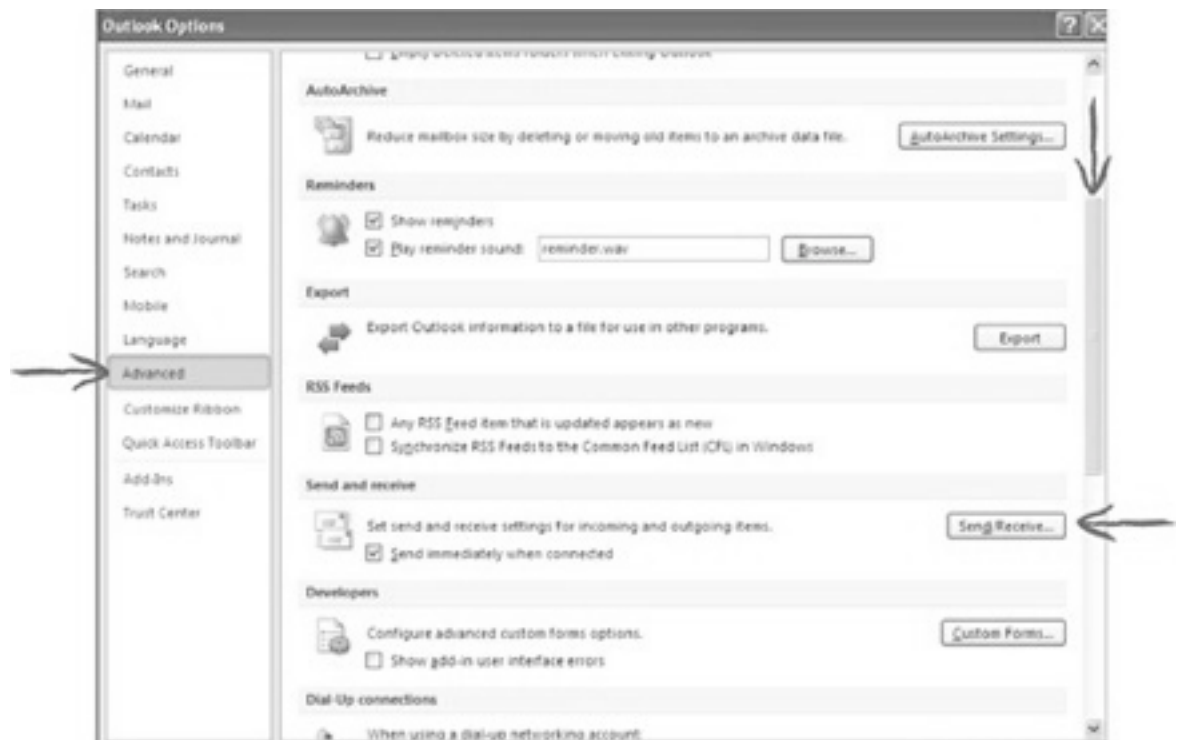


Fig. 12-12

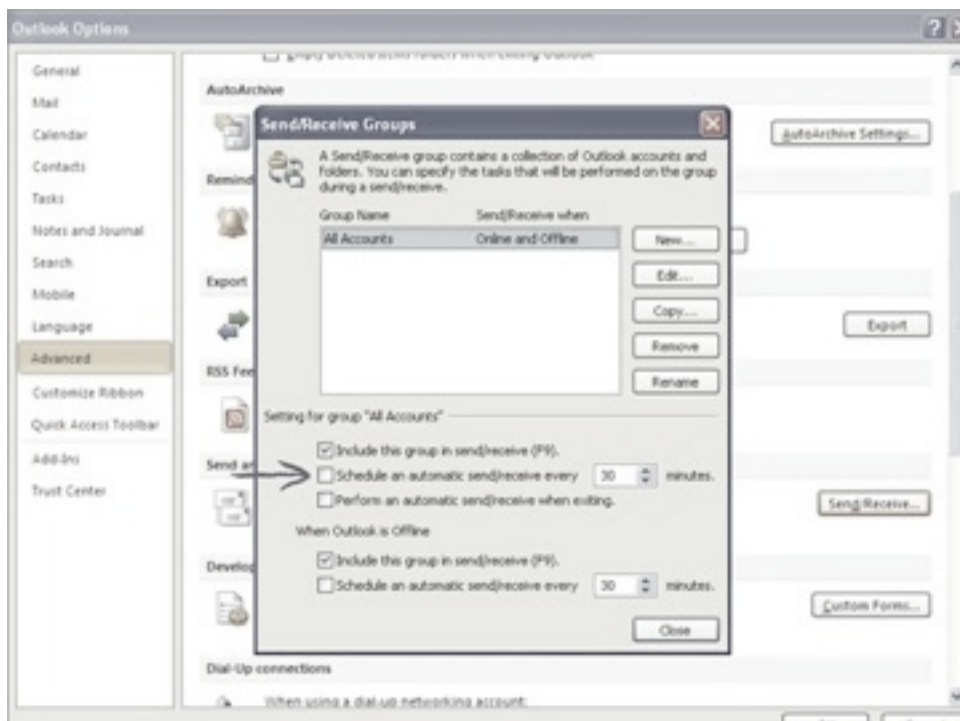


Fig. 12-13

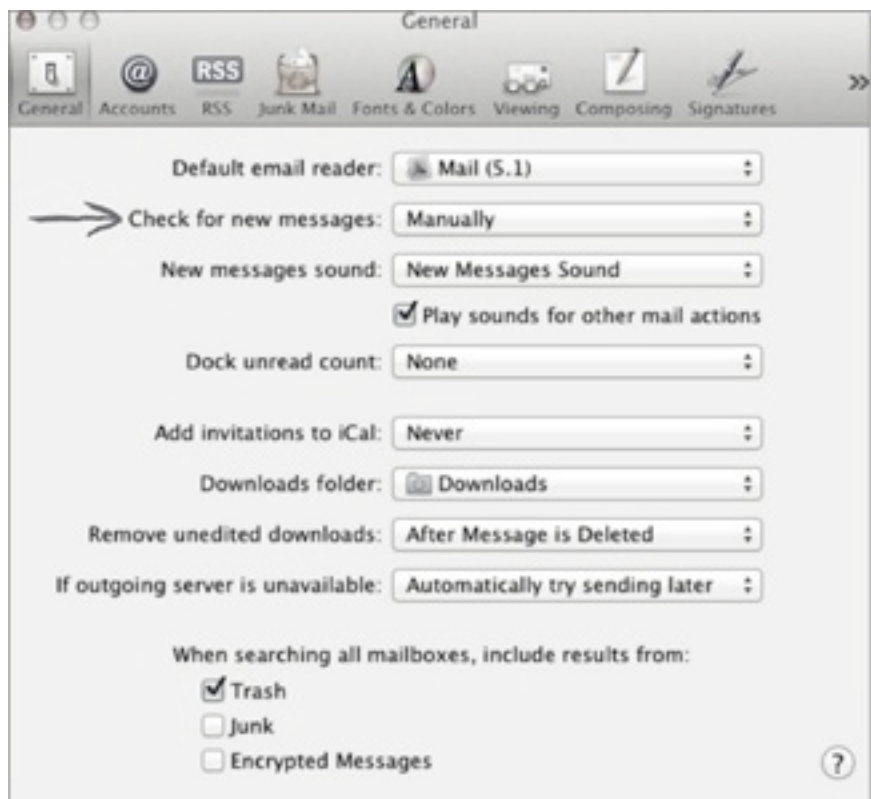


Fig. 12-14

# Chapter 13



Fig. 13-1

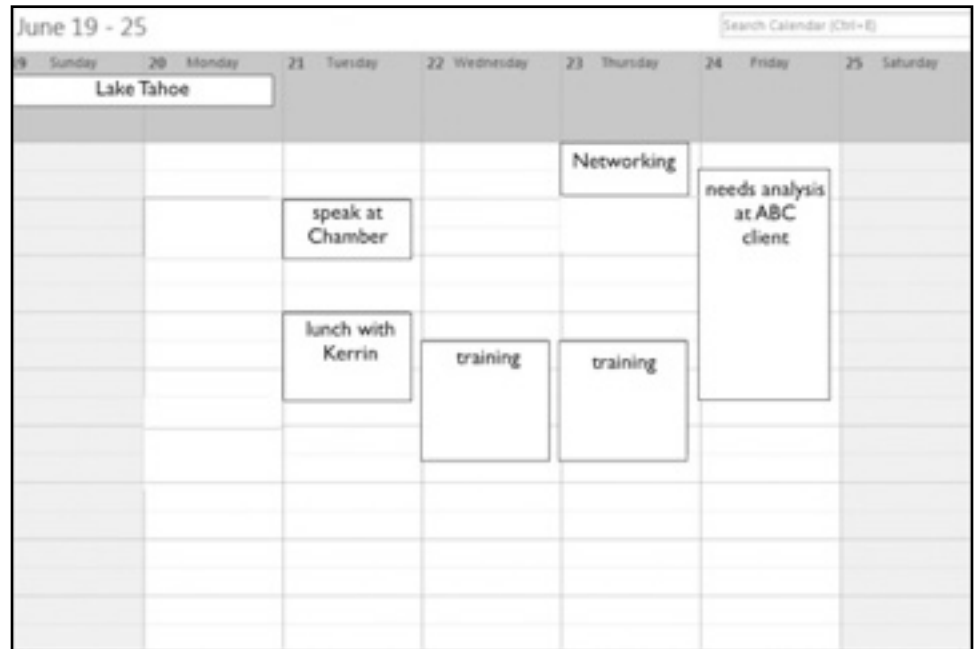


Fig. 13-2



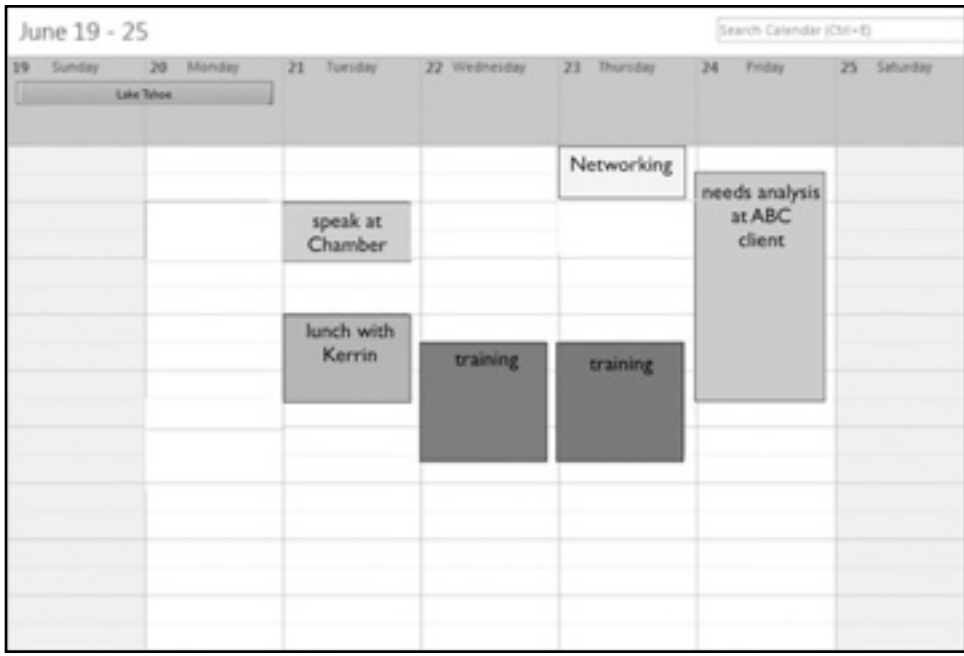


Fig. 13-3

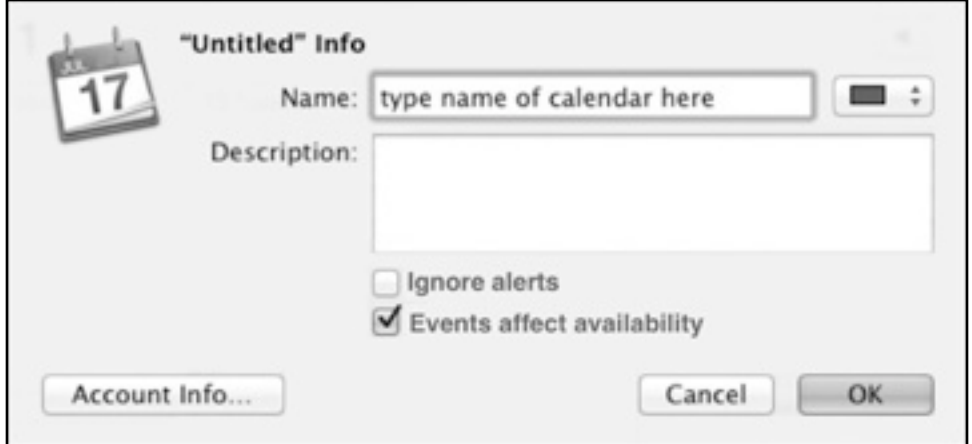


Fig. 13-4

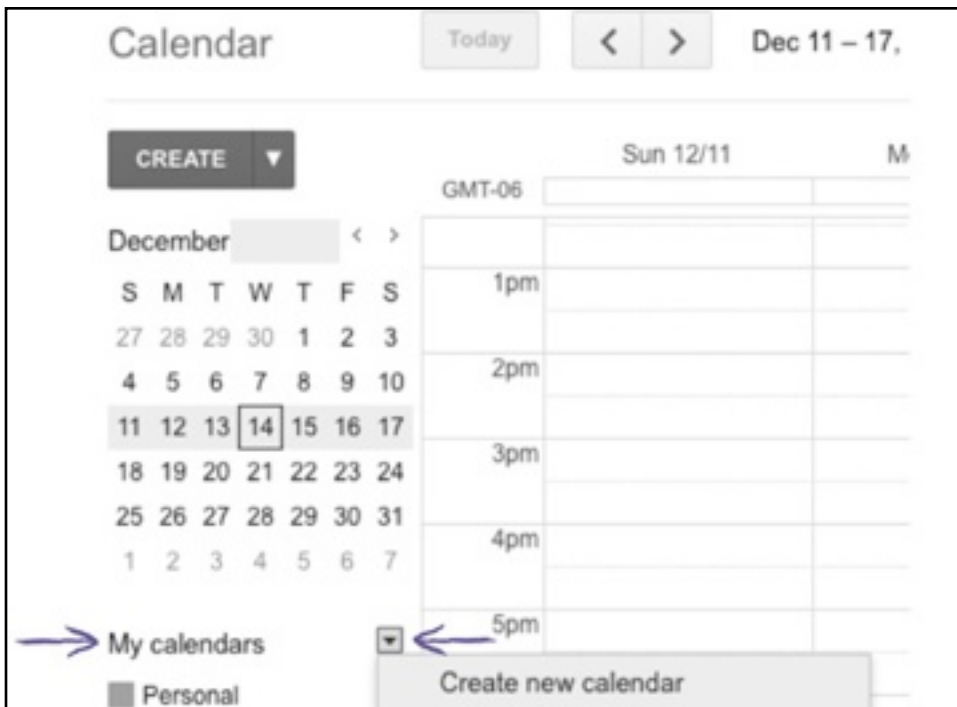


Fig. 13-5

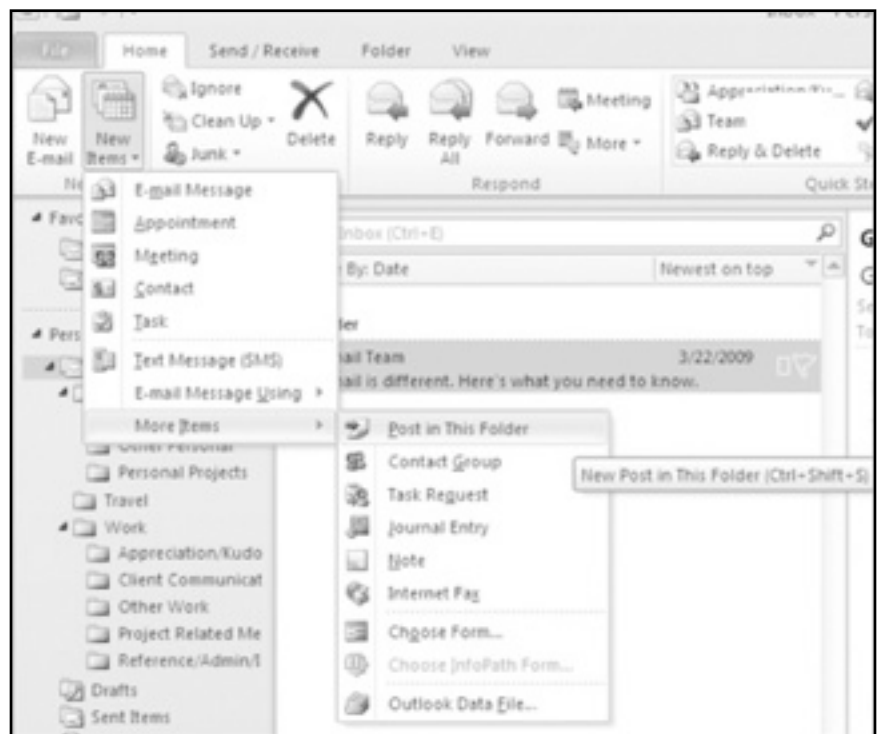


Fig. 13-6

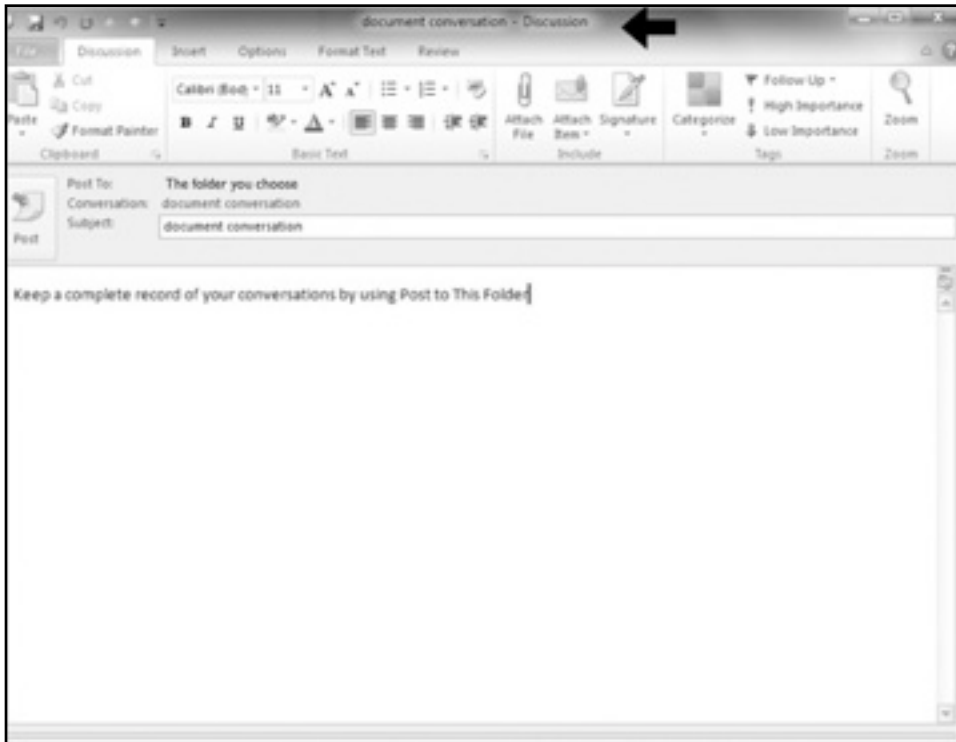


Fig. 13-7

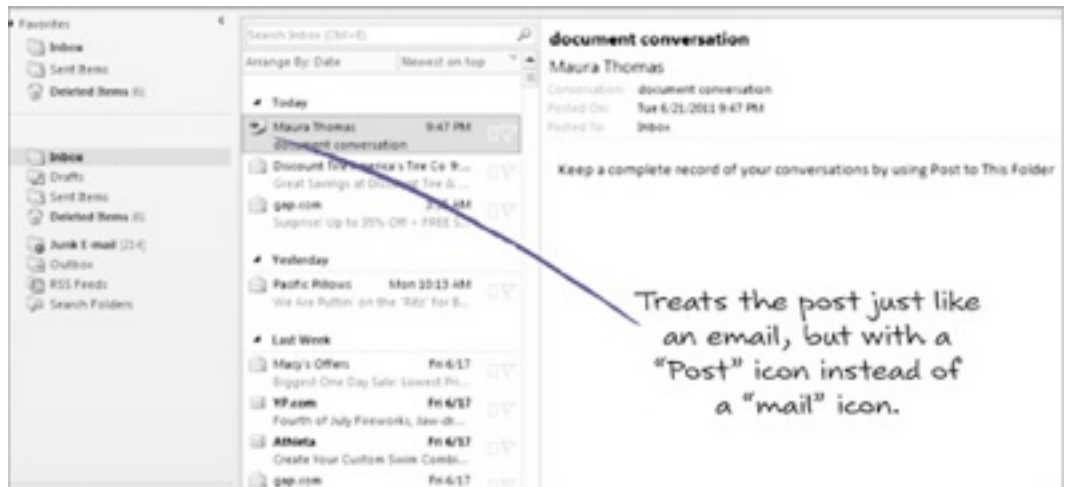


Fig. 13-8

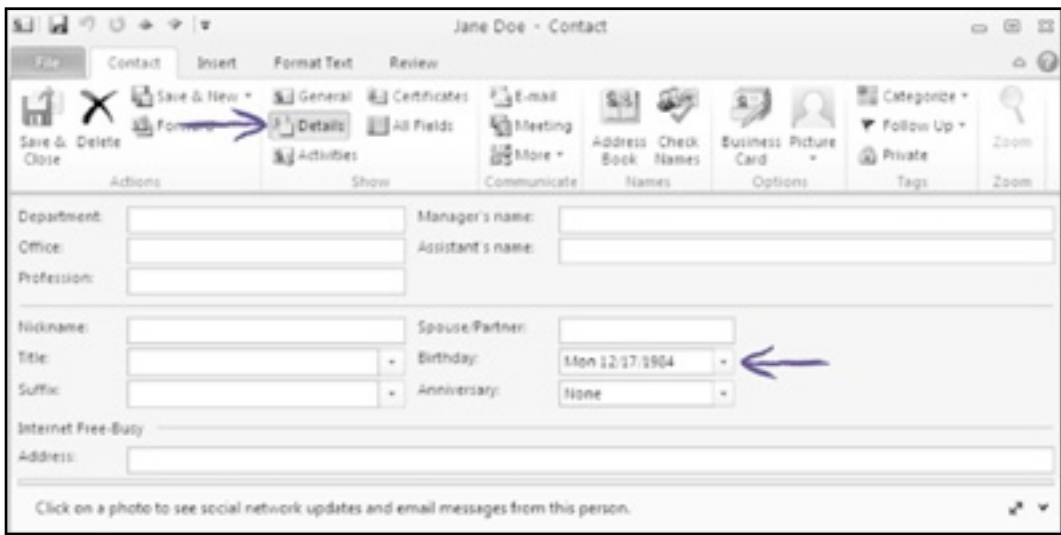


Fig. 13-9

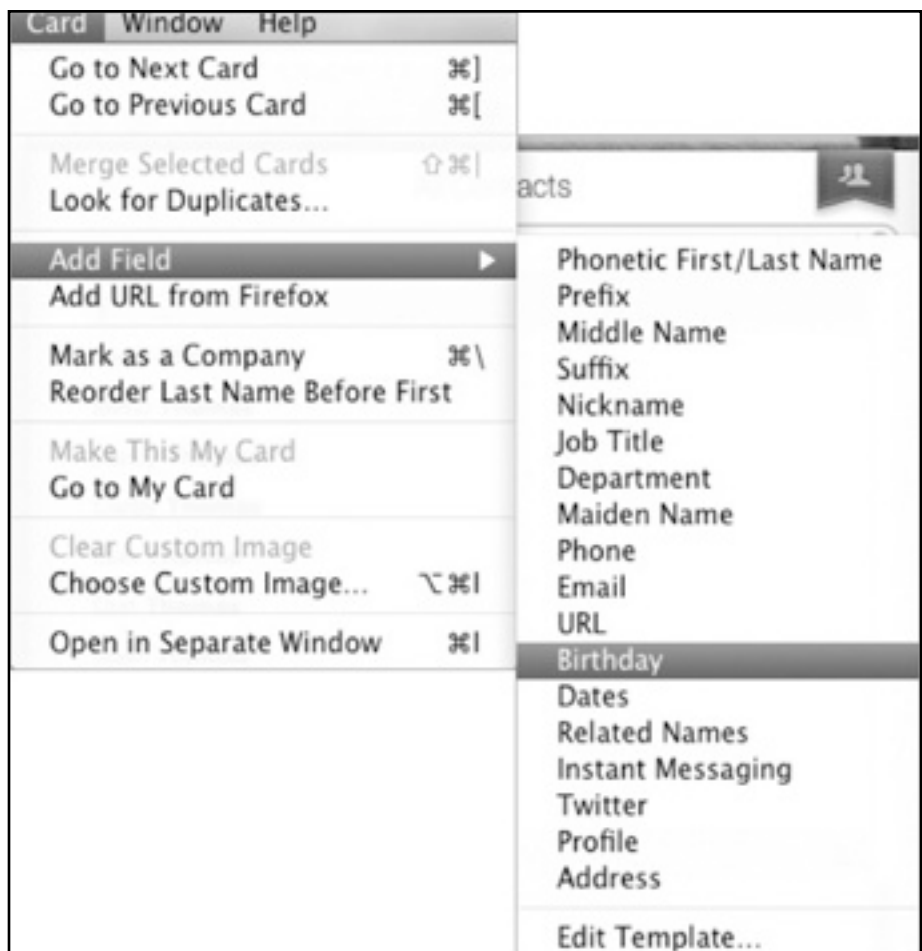


Fig. 13-10



Fig. 13-11

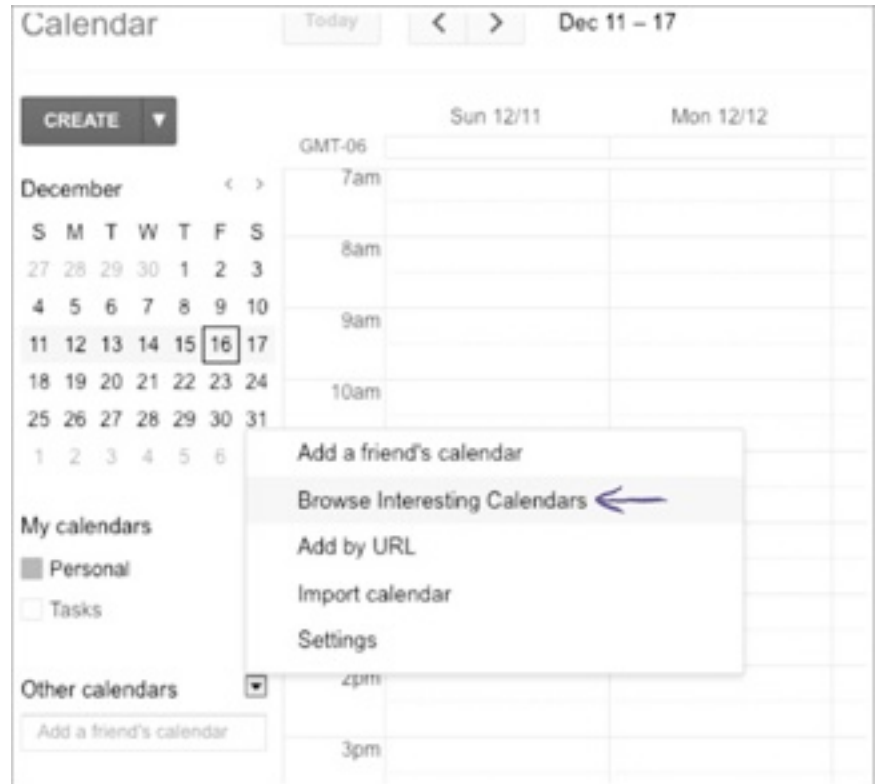


Fig. 13-12

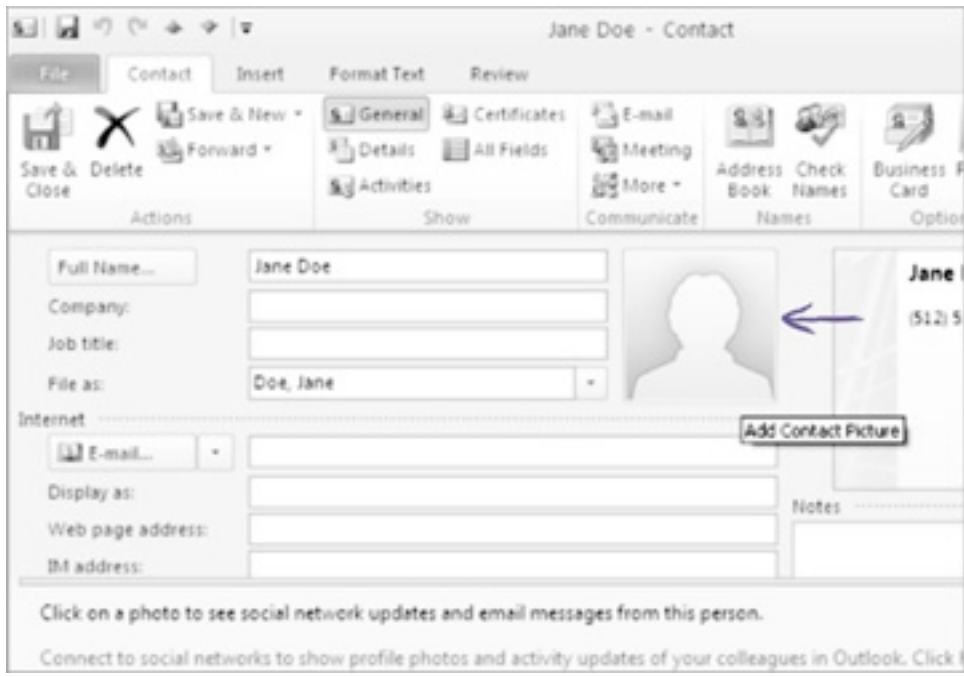


Fig. 13-13

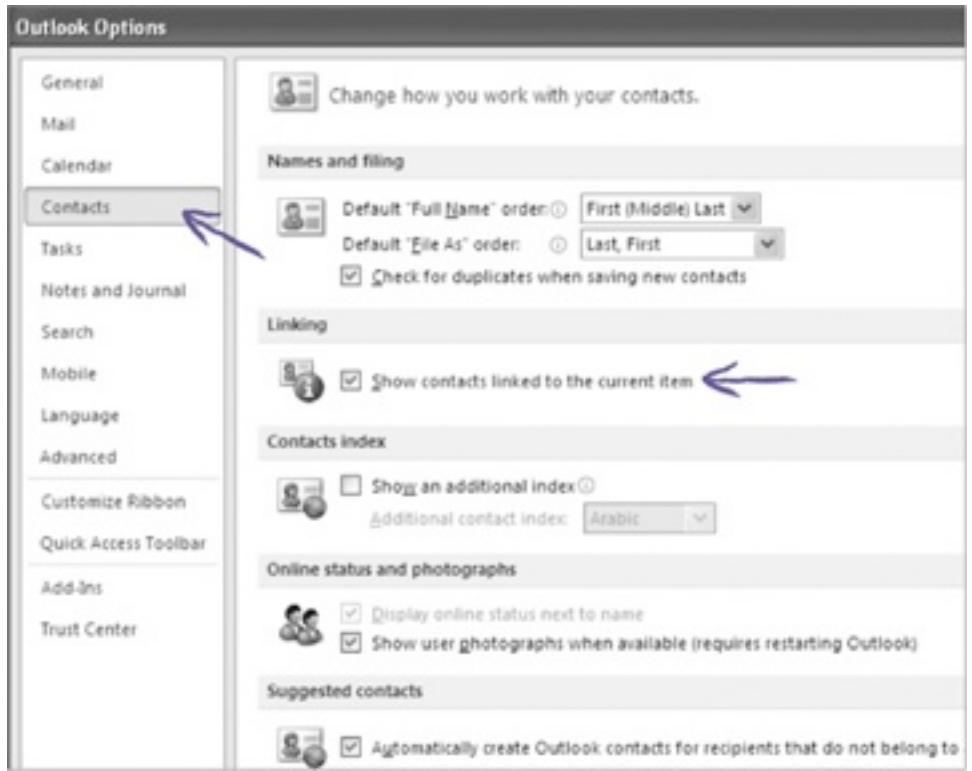


Fig. 13-14

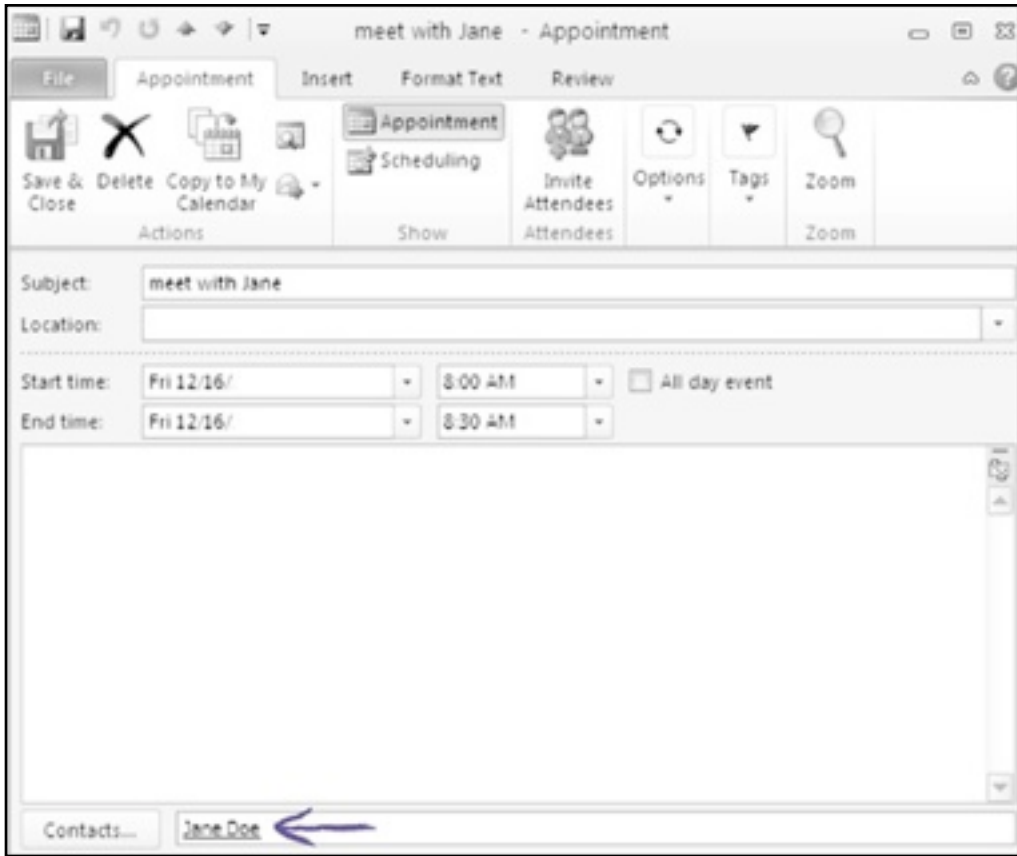


Fig. 13-15

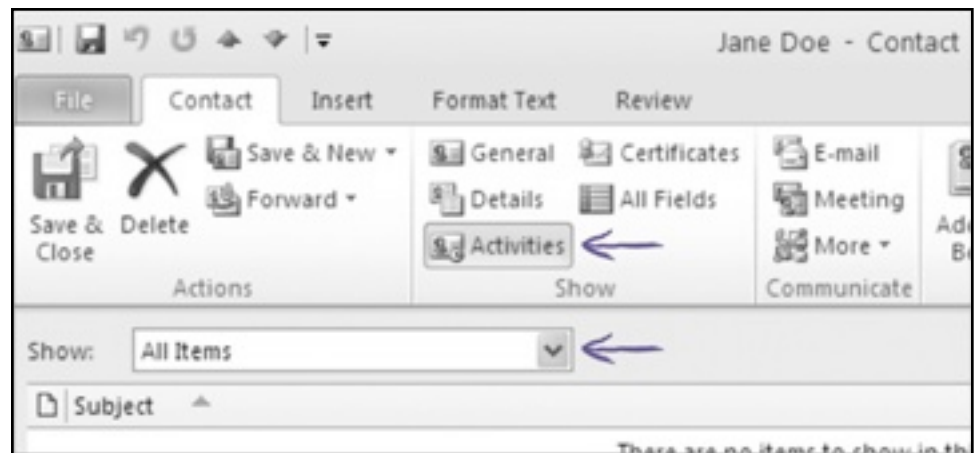


Fig. 13-16



Fig. 13-17

## Chapter 14

*No images*

## Chapter 15

*No images*

## Chapter 16

*No images*



## APPENDIX A

# Recommended Book List

If you are interested in further reading on the topic of this book and similar topics, following is the list of books I've learned from and referenced in the preceding pages. I think each one is worth reading. In addition to the books listed here by the chapter to which they relate, I also suggest you check out the articles referenced in the endnotes of every chapter, and the following:

- ▶ The Research and Resources page of my website at <http://RegainYourTime.com/attention-management/research-resources/>
- ▶ *The Way We're Working Isn't Working: The Four Forgotten Needs That Energize Great Performance*, Tony Schwartz, Jean Gomes, and Catherine McCarthy, Free Press, 2010
- ▶ Matt Richtel's awesome body of work in *The New York Times*, which you can find on the Web at [http://topics.nytimes.com/topics/reference/timestopics/people/r/matt\\_richtel/index.html](http://topics.nytimes.com/topics/reference/timestopics/people/r/matt_richtel/index.html)

You'll find an online link to everything in this appendix on the book website at [www.Personal-Productivity-Secrets.com](http://www.Personal-Productivity-Secrets.com).

## CHAPTER 1

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- ▶ *The Assault on Reason*, Al Gore, Penguin, 2008
- ▶ *Alone Together: Why We Expect More from Technology and Less from Each Other*, Sherry Turkle, Basic Books, 2011
- ▶ *Distracted: The Erosion of Attention and the Coming Dark Age*, Maggie Jackson, Prometheus Books, 2009
- ▶ *The Attention Economy: Understanding the New Currency of Business*, Thomas H. Davenport and John C. Beck, Harvard Business Review Press, 2002
- ▶ *Rapt: Attention and the Focused Life*, Winifred Gallagher, Penguin (Non-Classics), 2010

## CHAPTER 2

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- ▶ *Nudge*, Richard Thaler and Cass Sunstein, Penguin (Non-Classics), 2009
- ▶ *The Secret Thoughts of Successful Women: Why Capable People Suffer from the Impostor Syndrome and How to Thrive in Spite of It*, Dr. Valerie Young, Crown Business, 2011

## CHAPTER 3

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- ▶ *The 21 Indispensable Qualities of a Leader*, Dr. John Maxwell and Thomas Nelson, 1999
- ▶ *Seven Habits of Highly Effective People*, Steven Covey, Free Press, 2004
- ▶ *The 4-Hour Workweek*, Tim Ferriss, Crown Archetype, 2009

## CHAPTER 4

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- ▶ *Information Anxiety*, Richard Wurman, Que, 1989

## CHAPTER 5

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- ▶ *The Power of Full Engagement: Managing Energy, Not Time Is the Key to High Performance and Personal Renewal*, Jim Loehr and Tony Schwartz, Free Press, 2004

The header features a dark background with wispy, light-colored smoke or mist patterns. On the right side, there are large, semi-transparent letters 'B' and 'D' stacked vertically. The text 'APPENDIX B' is positioned on the left side of the header.

## APPENDIX B

# Resources

*This appendix contains further information on every resource mentioned in the book, except for other books and articles, which are addressed in Appendix A. You can also find all of these resources as hyperlinks on the book website at [www.personal-productivity-secrets.com](http://www.personal-productivity-secrets.com). If you find that any of these apps are no longer available, a search in your appropriate app store for the relevant subject will provide a list of similar alternatives.*

## READ THIS FIRST

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- ▶ [www.personal-productivity-secrets.com](http://www.personal-productivity-secrets.com)
- ▶ [www.regainyourtime.com](http://www.regainyourtime.com)

## CHAPTER 3

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- ▶ Angie's List, [www.angieslist.com](http://www.angieslist.com)
- ▶ Craigslist, [www.craigslist.org](http://www.craigslist.org)
- ▶ Elance, [www.elance.com](http://www.elance.com)
- ▶ Task Rabbit, [www.taskrabbit.com](http://www.taskrabbit.com)

## CHAPTER 5

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- ▶ Apple Mail, iCal, Address Book (part of the Mac Operating System), [www.apple.com/macosx/apps/](http://www.apple.com/macosx/apps/)
- ▶ Gmail, <http://mail.google.com>
- ▶ Google Calendar, [www.google.com/calendar](http://www.google.com/calendar)
- ▶ Google Contacts, [www.google.com/contacts](http://www.google.com/contacts)
- ▶ Google Tasks, [www.mail.google.com/tasks](http://www.mail.google.com/tasks)
- ▶ Mailtags, [www.indev.ca/MailTags.html](http://www.indev.ca/MailTags.html) (this website address is case-sensitive)
- ▶ Microsoft Outlook, [www.office.microsoft.com/en-us/outlook](http://www.office.microsoft.com/en-us/outlook)
- ▶ Time/system, [www.timesystem.com](http://www.timesystem.com)

## CHAPTER 7

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- ▶ Apple Reminders, [www.apple.com/ios/features.html](http://www.apple.com/ios/features.html)

## CHAPTER 9

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- ▶ Ambient Devices, [www.ambientdevices.com](http://www.ambientdevices.com)
- ▶ Mac Operating System, [www.apple.com/macosx](http://www.apple.com/macosx)

## CHAPTER 11

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- ▶ 43 Folders, [www.43folders.com](http://www.43folders.com)
- ▶ Inbox Zero, [www.inboxzero.com](http://www.inboxzero.com)

## CHAPTER 12

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- ▶ Gmail Priority Inbox, [mail.google.com/mail/help/intl/en/priority-inbox.html](http://mail.google.com/mail/help/intl/en/priority-inbox.html)
- ▶ Google Voice, [www.google.com/voice](http://www.google.com/voice)
- ▶ Otherinbox, [www.otherinbox.com](http://www.otherinbox.com)
- ▶ SpamArrest, [www.spamarrest.com](http://www.spamarrest.com)

## CHAPTER 13

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- ▶ Apple Time Machine, [www.apple.com/findouthow/mac/#timemachinebasics](http://www.apple.com/findouthow/mac/#timemachinebasics)
- ▶ Evernote, [www.evernote.com](http://www.evernote.com)

## CHAPTER 16

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- ▶ Advanced English Dictionary, <http://jdictionary-mobile.com/index.php>
- ▶ AppBox Pro, <http://allaboutapps.info/wordpress/appbox-pro>

- ▶ [AroundMe](http://www.tweakersoft.com/aroundme.html), [www.tweakersoft.com/aroundme.html](http://www.tweakersoft.com/aroundme.html)
- ▶ [Audible](http://www.audible.com/wireless), [www.audible.com/wireless](http://www.audible.com/wireless)
- ▶ [Beer Brands \(Android\)](https://market.android.com/details?id=com.webworks.beerbrands&hl=en), <https://market.android.com/details?id=com.webworks.beerbrands&hl=en>
- ▶ [Beer Brands \(iPhone\)](http://itunes.apple.com/us/app/7-800-beer-brands-free/id299434331?mt=8), <http://itunes.apple.com/us/app/7-800-beer-brands-free/id299434331?mt=8>
- ▶ [Big Oven](http://www.bigoven.com/software), [www.bigoven.com/software](http://www.bigoven.com/software)
- ▶ [Buffer](http://www.bufferapp.com), [www.bufferapp.com](http://www.bufferapp.com)
- ▶ [Bump](http://bu.mp/), <http://bu.mp/>
- ▶ [Constitution \(Android\)](https://market.android.com/search?q=constitution&c=apps), <https://market.android.com/search?q=constitution&c=apps>
- ▶ [Constitution \(iPhone\)](http://itunes.apple.com/us/app/constitution-for-iphone-ipod/id288657710?mt=8), <http://itunes.apple.com/us/app/constitution-for-iphone-ipod/id288657710?mt=8>
- ▶ [Declaration \(iPhone\)](http://itunes.apple.com/us/app/declaration-for-iphone-ipod/id289320718?mt=8), <http://itunes.apple.com/us/app/declaration-for-iphone-ipod/id289320718?mt=8>
- ▶ [Declaration \(Android\)](http://www.market.android.com/), try searching “US Constitution plus more” at [www.market.android.com/](http://www.market.android.com/)
- ▶ [Dinner Spinner](http://allrecipes.com/features/applications/dinner-spinner/), <http://allrecipes.com/features/applications/dinner-spinner/>
- ▶ [Emoji Free \(Android\)](https://market.android.com/search?q=emoji&c=apps), <https://market.android.com/search?q=emoji&c=apps>
- ▶ [Emoji Free \(iPhone\)](http://itunes.apple.com/us/app/emoji-free!/id332509635?mt=8), <http://itunes.apple.com/us/app/emoji-free!/id332509635?mt=8>
- ▶ [Expensify](http://www.expensify.com/mobile), [www.expensify.com/mobile](http://www.expensify.com/mobile)
- ▶ [Fill Any PDF](http://www.fillanypdf.com), [www.fillanypdf.com](http://www.fillanypdf.com)
- ▶ [Fitness Buddy \(Android\)](http://www.androidzoom.com/android_applications/sports/fitness-buddy_bxpod.html), [www.androidzoom.com/android\\_applications/sports/fitness-buddy\\_bxpod.html](http://www.androidzoom.com/android_applications/sports/fitness-buddy_bxpod.html)
- ▶ [Fitness Buddy \(iPhone\)](http://www.fitnessbuddyapp.com/), [www.fitnessbuddyapp.com/](http://www.fitnessbuddyapp.com/)
- ▶ [Flickr](http://www.flickr.com/mobile), [www.flickr.com/mobile](http://www.flickr.com/mobile)
- ▶ [Flightview](http://www.flightview.com/corporate/products/flightview-mobile-apps.aspx), [www.flightview.com/corporate/products/flightview-mobile-apps.aspx](http://www.flightview.com/corporate/products/flightview-mobile-apps.aspx)
- ▶ [Flixster](http://community.flixster.com/wap/apps), <http://community.flixster.com/wap/apps>
- ▶ [Fooducate](http://www.fooducate.com/), [www.fooducate.com/](http://www.fooducate.com/)

- ▶ GoogleVoice, [www.google.com/mobile/voice/](http://www.google.com/mobile/voice/)
- ▶ GroceryIQ, [www.groceryiq.com](http://www.groceryiq.com)
- ▶ Groupon, [www.groupon.com/mobile](http://www.groupon.com/mobile)
- ▶ Hulu Plus, [www.hulu.com/plus/devices?src=sem-plus-google](http://www.hulu.com/plus/devices?src=sem-plus-google)
- ▶ iBank, [www.iggsoftware.com/ibank](http://www.iggsoftware.com/ibank), for apps go to [www.iggsoftware.com/ibankmobile](http://www.iggsoftware.com/ibankmobile)
- ▶ MapQuest 4, <http://wireless.mapquest.com/>
- ▶ MileBug, <http://milebug.blog.blogspot.com/p/home.html>
- ▶ Mobile Mouse, <http://mobilemouse.com/>
- ▶ MyPics, [www.uvento.com/mypics](http://www.uvento.com/mypics)
- ▶ Netflix, [www.netflix.com](http://www.netflix.com)
- ▶ Packing Pro (Android), search for "Packing List" at [market.android.com](http://market.android.com)
- ▶ Packing Pro (iPhone), [www.quinnscape.com/PackingPro.asp](http://www.quinnscape.com/PackingPro.asp)
- ▶ Pandora, [www.pandora.com/#!/go/mobile](http://www.pandora.com/#!/go/mobile)
- ▶ PenUltimate, [www.cocoabox.com/](http://www.cocoabox.com/)
- ▶ Pollen.com, [www.pollen.com/allergy-tools.asp](http://www.pollen.com/allergy-tools.asp)
- ▶ Remember the Milk, [www.rememberthemilk.com](http://www.rememberthemilk.com)
- ▶ Run Keeper, <http://runkeeper.com>
- ▶ Slacker, [www.slacker.com/everywhere/](http://www.slacker.com/everywhere/)
- ▶ Sleep Cycle Alarm Clock, [www.sleepcycle.com/](http://www.sleepcycle.com/)
- ▶ SleepStream 2 Pro, <http://sleepstream.explosiveapps.com/>
- ▶ SnapTell, [www.snaptell.com/apps/](http://www.snaptell.com/apps/)
- ▶ Snooth (iPhone), [www.snooth.com/iphone-app/](http://www.snooth.com/iphone-app/)
- ▶ Survey Monkey, [www.surveymonkey.com](http://www.surveymonkey.com)
- ▶ TripIt, [www.tripit.com/uhp/mobile](http://www.tripit.com/uhp/mobile)
- ▶ Waterlogged (Android), <https://market.android.com/search?q=waterlogged>
- ▶ Waterlogged (iPhone), <http://shade1software.com/waterlogged/>
- ▶ Waze GPS & Traffic, [www.waze.com/download/](http://www.waze.com/download/)
- ▶ Weather Channel, [www.weather.com/services/mobilesplash.html](http://www.weather.com/services/mobilesplash.html)
- ▶ When Is Good, [www.whenisgood.net](http://www.whenisgood.net)

- ▶ White Noise, [www.tmssoft.com/](http://www.tmssoft.com/)
- ▶ Woot, [www.woot.com](http://www.woot.com), for apps visit [https://woot.wikia.com/wiki/Woot-Off\\_Checkers](https://woot.wikia.com/wiki/Woot-Off_Checkers) (scroll down to “Woot Apps”)
- ▶ WritePad, [www.phatware.com/index.php?q=product/details/writepad](http://www.phatware.com/index.php?q=product/details/writepad)
- ▶ Yelp, [www.yelp.com/yelpmobile](http://www.yelp.com/yelpmobile)



# Glossary

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Many common words and phrases have a specific meaning in the context of the Empowered Productivity™ System and this book. This glossary includes these contextual definitions plus the definitions of general terminology. If you want to find the place in the book where the word or phrase is used in context, refer to the index.

**60-Second Rule**—An email-processing technique designed to prevent you from prematurely skipping a message when you might be able to quickly address the item and dispatch it. This helps you avoid leaving messages in your inbox to be dealt with later, which is inefficient and creates clutter.

**Action Files**—Files holding those items you are actively working on. These files should mirror your Task categories, including Next Actions, Projects, and Waiting For, and you should store them within easy reach of your workspace.

**actionable verb**—A verb whose action is clear, such as *call*, *write*, or *email*. (See also vague verb.)

**ADD**—Attention Deficit Disorder, a biological condition of the brain that causes a person—child or adult—to have poor attention and focusing skills. It is also often characterized by distractibility.

**ADT**—Attention Deficit Trait, a term coined by psychologist Dr. Edward Hallowell that refers to an acquired and situational form of ADD whereby people who are accustomed to a constant stream of digital stimulation feel bored when it is absent.

**ambient information**—Information in the environment that is readily available. We react to ambient information without thinking and it does not require conscious interaction. It includes information taken in via the senses in a peripheral way as well as some forms of subtle advertising.

**ambient information technology**—Devices that allow information to be consumed in the background, sometimes without the conscious knowledge of the recipient.

**apps**—Usually refers to mobile device software or web-based software.

**arbitrary (due dates)**—Refers to a due date that is assigned to a task for no particular reason except for its relative importance to the other items on the list.

**Archive Files**—Files for documents that you will rarely, or never, need to access. These files are for items you can't discard for legal or historical reasons or that you don't want to discard for sentimental reasons. You should store them somewhere other than your immediate workspace, such as in an attic, a garage, or a storage room.

**ASCII sort**—A way to organize information using the specific way a computer allocates symbols.

**Attention Age**—The view of industry that suggests that because information is so abundant, its value has decreased, and what is therefore gaining value is the commodity that information consumes: attention.

**attention management**—A method of choosing whether to maintain focus on a specific task without acknowledging unwanted interruptions. It is the practice of controlling where your attention is directed rather than succumbing to the constant demands of your surroundings from technology, media, and other people.

**balance**—1. Ensuring that a particular area of your life does not eclipse all others.  
2. The ability to allocate your full attention to the current moment and experience.

**brain dump**—A process by which you capture your free-flowing thoughts, using a computer or writing utensil and paper, listing one item per line, as a way of freeing your mind of commitments, "to-do" items, and other details you need to remember. A brain dump should be done without initially censoring or organizing thoughts.

**calendar items**—Activities that must happen on a certain day, or on a certain day and at a certain time. Otherwise some renegotiation is required or negative consequences will result. (*See also* strong relationship to time.)

**cloud**—The storage of information online rather than locally on a personal computer.

**cognitive switching**—Often confused with multitasking. The process of switching back and forth between thoughts or tasks, often so rapidly that it appears that they are being considered simultaneously. This process is actually linear rather than simultaneous, making "multitasking" less effective than most people suppose. (*See also* mental flexibility *and* multitasking.)

**commitments, communication, and information**—Collectively, all of the relevant details necessary to manage in the service of a busy life.

**crises**—Minor or major unforeseen events that disrupt your plans and expectations for a given time period. (*See also* Eisenhower Matrix.)

**CRM**—Customer Relationship Manager, software that tracks information and business processes by their relationship to contact details. Examples include Act, Salesforce, and Sugar.

**digital convergence**—The phenomenon where one device can deliver all of the same information and experiences that once were distinct and had to be experienced separately.

**discretionary time**—Time that can be spent choosing the order and priority of actions; not dictated by a specific schedule or assignment from someone else. For example, a doctor with a full schedule of patients to see at specific times has less discretionary time than a computer programmer who is mostly left alone to do her work.

**downtime**—Leisure time. May or may not be spent away from technology and the Internet. (*See also* unplugged.)

**early adopters**—Those who relish new technology and are typically among the first to purchase and use it.

**Eisenhower Matrix**—A type of task organization developed by President Dwight Eisenhower that uses four quadrants to prioritize issues and tasks. The quadrants are Low Importance, Low Urgency (*see* *shoulds*); High Importance, High Urgency (*see* *crises*); Low Importance, High Urgency (items clamoring for your attention that can usually be delayed); and High Importance, Low Urgency (tasks that lead to achievement of your significant results).

**electronic paper**—An electronic device that provides the ability to create an electronic document without a keyboard by writing using a finger or special implement. (*See also* stylus.)

**Empowered Productivity System**—A personal and professional workflow methodology for managing and controlling commitments, communication, information, and all manner of details necessary in the service of your life. Developed by [RegainYourTime.com](http://RegainYourTime.com).

**external distractions**—Interruptions caused by other people or technology. (*See also* internal distractions.)

**flow**—Total and energized immersion in the task or activity at hand; a state of maximized achievement.

**Future**—A category of tasks for goals and activities that are planned to be done but will not be done immediately. Maintaining a Future list is an effective way to avoid forgetting items while still maintaining focus in the present.

**Handy Reference Files**—Files for items that do not require action but that you might need to access easily. Examples include insurance policies, medical records, product manuals, and warranties. You should store them within easy reach of your workspace.

**Handy Reference: Financial**—A subset of your Handy Reference Files that you might need to access easily. These files include items related to financial issues, such as paid bills, bank and credit card statements, and investment information.

**hashtag**—A word or phrase preceded by the pound sign (#), used in Twitter to highlight a keyword or topic and to categorize tweets.

**Information Age**—The idea that the late twentieth century and beyond has brought a change in traditional industry to an economy that is primarily based on the exchange and manipulation of data rather than the production and exchange of goods.

**information management**—Using a system, digital or otherwise, to control and organize information.

**intermittent reinforcement**—A psychological term whereby information given to us at random times conditions us to look for that information all the time, thereby interrupting our ability to focus on the task at hand.

**internal distractions**—Interrupting thoughts that come unbidden to our minds. They're unrelated to and distracting from the task at hand. (*See also* external distractions.)

**iOS**—The operating system for Apple mobile devices.

**jump the thread**—An inefficient habit that refers to changing topics during an email exchange without changing the corresponding subject line.

**knowledge workers**—Professionals who use their knowledge about a particular field (rather than physical skill or manpower) to advance a common goal (for example, growth and profitability of their company).

**Lion Syndrome**—A feeling of being overwhelmed when considering all the possible things that could be done, while simultaneously feeling a loss of control over how these tasks are accomplished. Derived from an anecdote of an animal tamer's method of subduing a lion by presenting multiple "threats" (four legs of a stool) simultaneously.

**live-sharing**—Broadcasting experiences live and in real time.

**Location**—A group of categories for items on a task list used for tasks or activities that can only be accomplished in a specific physical location; for example, you would assign a category of Home to tasks that you can only complete when you are physically at your home.

**mental clutter**—The constant and distracting internal chatter about the tasks and activities necessary to keep your life running smoothly.

**mental flexibility**—The ability to switch between tasks easily, an ability which generally peaks around age 20 and then decreases with age. (*See also* cognitive switching.)

**multitasking**—1. The act of physically doing two or more things at the same time; 2. Switching your attention back and forth rapidly between tasks and/or ideas. (*See also* cognitive switching.)

**natural energy patterns**—A reference to circadian rhythms, the "body clock" that determines peaks and valleys in energy levels.

**Next Actions**—A category of items on a task list assigned to single-step activities for which all the information needed to complete them is available and at hand. Next Actions

include tasks and activities that can be completed in one sitting. Each task categorized as a Next Action should start with a verb that is specific and immediately actionable, rather than a verb that is vague and unclear. (*See also* actionable verb *and* vague verb.)

**Notes**—A storage place for reference information that does not require action.

**OCR**—Optical character recognition, the conversion of scanned documents into actual text that can be edited on a computer.

**One More Thing Syndrome**—Experienced by people who, when confronted with new technology or a new communication channel such as Twitter, react negatively due to the belief that they can't handle, or aren't interested in, "one more thing." (*See also* early adopters.)

**OS**—Operating system, a computing platform.

**OS X**—Refers to the Mac operating system by Apple. (*See also* iOS.)

**PIM**—Personal information manager, an electronic tool (platform, software, or apps), such as Microsoft Outlook, or collection of tools that stores and organizes personal information. In the context of the Empowered Productivity System, a good PIM should incorporate email, tasks, calendar information, contacts, and notes.

**platform-neutral tools**—Tools that can be used on any operating system. Usually refers to Internet-based tools that can be accessed through any web browser.

**preactive**—The act of planning and strategizing; the prelude to "proactive."

**prioritizing by due date**—The act of organizing tasks on a task list by assigning a specific due date to each task, within the context of the rest of the list, in order to offer a realistic assessment of one's daily and ongoing workload.

**proactive**—The act of choosing what to allocate one's time and attention to. (*See also* reactive.)

**process/processing**—A verb that refers to the act of assessing your commitments, communications, and information to determine what (if any) action or sequence of actions is required, when it's required, and whether the item requires storage or discarding.

**productive**—Achieving or making progress on significant results. (*See also* significant result.)

**productive time**—The period of time between the unofficial start of your day (awake and preparing for the day) and the completion of the last piece of personal or professional business for the day.

**productivity**—The extent to which you make progress on your significant results.

**productivity methodology**—A set of behaviors, techniques, and habits that form an effective process for managing personal and professional workflow.

**Projects**—A category of tasks and activities on a task list for items that can only happen in multiple steps over multiple time periods; items categorized as Projects must have a definable beginning and end.

**reactive**—Inadvertently relinquishing control over your attention by automatically attending to whatever happens to demand it without exercising conscious thought over whether the interruption should be allowed. (*See also* proactive.)

**reference information**—Information that does not require action in and of itself. You keep it because you might need it later.

**reminders**—A feature of electronic tools that provides a visual and audible message at a particular time set by the user.

**Reminders**—Refers to both a component of Apple iCal software and an iPhone app in which tasks are stored.

**responsive**—The thoughtful and considered decision to attend to the demands of others rather than reflexively and automatically surrendering to others' needs without considering those needs in the context of your own priorities. (*See also* reactive.)

**sabotaging (one's productivity and attention)**—Engaging in habits that lead to distraction and fractured attention, impeding progress on significant results.

**significant results**—Goals that are personally lofty or important, in the context of an hour, a day, or a lifetime. (*See also* productive *and* productivity.)

**Screen Invasion**—A term coined by Matt Richtel referring to the constant presence of a screen (computer, phone, television, movie, and so on) experienced by users of modern technology.

**shoulds**—Nagging and undesirable tasks that typically have little effect on significant results that you attend to out of a sense of guilt. (*See also* Eisenhower Matrix.)

**smartphone**—A web-enabled mobile device that makes calls and also has advanced computing capabilities, including the ability to sync with a personal computer or the Internet and host apps, such as those for storing PIM data.

**social media**—Also known as social networks or social networking. Any web-enabled platform that allows one-to-many or many-to-many two-way communication that is generally somewhat public, although it might offer some privacy restrictions. Examples include Facebook, Twitter, and blogs.

**Someday/Maybe**—A category of items on a task list that seem like a good idea at the moment. These items may or may not be acted on in the future, but they definitely will not be acted on in the near future. This category is useful to assign to dreams, ambitions, and interesting ideas so they are not forgotten.

**speed bumps**—Habits that interfere with productivity by preventing the continual progression of tasks and activities; habits that sabotage rather than support the achievement of significant results.

**Stage 1 Productivity**—Primarily reacting; continuously and reflexively attending to the demands of others.

**Stage 2 Productivity**—A blend of proactive and reactive behavior.

**Stage 3 Productivity**—Consistently making progress toward significant results and also incorporating time for planning, strategizing, and reflecting.

**strong relationship to time**—A task or activity has a strong relationship to time if failing to complete the task or activity on a specific day or on a specific day *and* at a specific time would have negative consequences usually related to other people. (See also calendar items *and* weak relationship to time.)

**stylus**—A type of instrument that provides the ability to write on an electronic device made for this purpose. (See also electronic paper.)

**supporting (your productivity and attention)**—Adopting habits that facilitate control over attention and focus, leading to progress on significant results. (See also sabotaging.)

**System**—The combination of the Empowered Productivity System methodology plus the prescribed use of integrated PIM support tools.

**Talk To**—A category for information that you need to share with other people at some point but not necessarily immediately; items on a Talk To list contain the names of people communicated with frequently and topics requiring discussion during the next encounter with that person. Add items to this list to ensure all necessary information is covered during that encounter.

**task list**—A place to store tasks and activities to be completed at no particular time (see also weak relationship to time); interchangeable with to-do list except when referring to the components of Microsoft Outlook, which has two distinct features, one called a Task List and one called a To-Do List.

**Task List**—A component of Microsoft Outlook where tasks are stored, organized, and tracked for completion.

**T.E.S.S.T.<sup>™</sup>**—A decision process that helps the user keep paper and email from creating clutter. It's an acronym for

- ▶ Take immediate action
- ▶ Empower yourself and others
- ▶ Suspend it to your Next Actions
- ▶ Store it for future reference
- ▶ Trash or recycle it

**time-blocking**—Making an appointment with yourself, which you schedule on your calendar, to devote time to a particular task or to be proactive in general.

**time management**—An outdated term to describe the act of taking conscious control of the amount of time spent on specific tasks or activities. This term is outdated because how you spend your time is now only relevant to the extent that you also devote your attention to something. (See *also* attention management.)

**to do list**—Also seen as “to-do list.” A place to store tasks and activities to be completed at no specific time (see *also* weak relationship to time); interchangeable with task list except when referring to the components of Microsoft Outlook, which has two distinct features, one called a Task List and one called a To-Do List.

**To-Do List**—a component of Microsoft Outlook that incorporates both tasks entered in the Task List, and also any item within Outlook that has been marked with the “flag” feature.

**tools**—A catch-all word for software, hardware, devices, apps (electronic tools), or paper products (paper tools) that can be used for a specific purpose related to productivity or organization.

**Two-Minute Rule**—A component of the T.E.S.S.T. decision process that states that during processing time, if an action is encountered that will take approximately two minutes or less to be completed, it should be done when you encounter it. However, you should avoid implementing the Two-Minute Rule outside of processing time because it creates the opportunity for random thoughts to distract you from the task at hand.

**unplugged**—The situation of spending time away from technology and the Internet.

**vague verb**—A verb whose specific action is unclear, such as *plan*, *develop*, or *implement*. (See *also* actionable verb.)

**Waiting For**—A category of items on a task list that are your responsibility, but that you can’t currently act upon because they require action by another person before you can complete the task or activity; your responsibility for items with a Waiting For category is to ensure that they are not forgotten and that you complete them after the information that is “waiting for” is provided.

**weak relationship to time**—A task or activity has a weak relationship to time if it could be accomplished at any time within a particular date range without directly affecting other activities or causing other notable consequences. (See *also* task list, to do list, and strong relationship to time.)

**Weekly Update**—A set of behaviors intended to be performed at least weekly that serves to create a habit of the effective behaviors of the Empowered Productivity System.