

CONTENTS

<i>Acknowledgments</i>	<i>xiii</i>
<i>Foreword</i> Mark Sanborn	<i>xv</i>
Introduction	1
The SuperCompetent Assessment	7
PART 1 SUPERCOMPETENT KEY 1: ACTIVITY	13
Chapter 1 What's It All About, Alfie?	15
Chapter 2 Why the Heck Are We Doing It <i>This</i> Way?!?	21
Chapter 3 Greater Living Through Technology	28
Chapter 4 All Work and No Play Makes Jack a Dull . . . Something	33
Chapter 5 My To-Do List Has 117 Things on It!	37
Summary: Activity	45
Action Planning Worksheet: Activity	47
PART 2 SUPERCOMPETENT KEY 2: AVAILABILITY	49
Chapter 6 You Want It WHEN?	51
Chapter 7 YOU! Off My Planet!	56
Chapter 8 Anything You Can Do, I Can Do Better	63

Chapter 9	Savvy Scheduling Secrets	68
Chapter 10	Stop the Meeting Madness!	75
Summary: Availability		86
Action Planning Worksheet: Availability		88
PART 3	SUPERCOMPETENT KEY 3: ATTENTION	91
Chapter 11	Don't Open That!	93
Chapter 12	eBay and Yahoo! and YouTube, Oh My!	97
Chapter 13	The Harder I Work, the Behinder I Get!	101
Chapter 14	Socializing for Success	106
Chapter 15	BlackBerry/CrackBerry	112
Summary: Attention		117
Action Planning Worksheet: Attention		119
PART 4	SUPERCOMPETENT KEY 4: ACCESSIBILITY	121
Chapter 16	I Know I Have a System Around Here Somewhere . . .	123
Chapter 17	Um, What Was I Supposed to Do Today?	131
Chapter 18	You're the Boss, Not Your Inbox!	142
Chapter 19	We Don't Need No Steenking Rolodexes!	149
Chapter 20	On the Road Again . . .	155
Summary: Accessibility		162
Action Planning Worksheet: Accessibility		164
PART 5	SUPERCOMPETENT KEY 5: ACCOUNTABILITY	167
Chapter 21	Accept the Credit When It's Due—and the Blame, Too	169

Chapter 22	The Squeaky Wheel . . . Makes Things Better	173
Chapter 23	Crack That Whip!	178
Chapter 24	Let's Get On With It!	184
Chapter 25	Tweaking Time Wasters	189
Summary: Accountability		197
Action Planning Worksheet: Accountability		198
PART 6	SUPERCOMPETENT KEY 6: ATTITUDE	201
Chapter 26	If You Stew in Your Own Juices, You'll End Up Overcooked	203
Chapter 27	Never, Ever, Ever, Ever, Ever, Ever, Ever Give In	208
Chapter 28	Monkey See, Monkey Do	215
Chapter 29	Why Can't You Just Read My Mind?	220
Chapter 30	Hello There, Pollyanna!	229
Summary: Attitude		235
Action Planning Worksheet: Attitude		237
<i>Conclusion</i>		239
<i>Appendix</i>		242
<i>Index</i>		244
<i>About the Author</i>		252

<http://www.pbookshop.com>