

Additional Terms and Definitions:

- **Complacency** — self-satisfied and feeling that you don't need to work hard anymore.
- **Cycling (Roladexing)** — when you continually review your tasks in your mind, like a virtual rolodex, with each card representing a different task that has not been completed yet.
- **Indispensable** — absolutely necessary or critical to the success of a department, division and/or a company.