



## Five Decisions for Five Incoming Items

1. Which one of the Five?
2. What do I need to do next?
3. When will I do it?

<b>PAPER</b>	<b>E-MAIL</b>	<b>VOICE MAIL</b>	<b>VERBAL REQUEST</b>	<b>YOUR IDEAS</b>
<b>Discard</b> / Toss / Recycle	Delete	Erase	Don't know can't answer	Discard
<b>Delegate</b>	Forward	Forward	Direct to someone else	Give project to someone else, delegate
<b>Do It</b> - Take Immediate Action will only take 2 minutes or less	Respond	If only requires short answer call back and leave message	Answer the question	Just Do It
<b>Defer</b> for filing for Follow -up	Print out for filing or Place in electronic file	Take information and file (physically /electronically)	Take information and file (physically /electronically)	Put information in Someday folder
<b>Define</b> Action: When? How Long? Calendar?	Print out for later follow up or action	Call back at a planned time when making other calls	Ask to come back later – set date/time	Add to your action list

**If your system can capture all five effectively, you are on your way!**