



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?

PAPER	E-MAIL	VOICE MAIL	VERBAL REQUEST	YOUR IDEAS
Discard / Toss / Recycle	Delete	Erase	Don't know can't answer	Discard
Delegate	Forward	Forward	Direct to someone else	Give project to someone else, delegate
Do It - 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
Defer 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
Define 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!