Managing Your Inbox

The 4 D's

Is there an action that I need to arrange as a result of this email?

- No → **Ditch**
  - ☐ Read and understand the message
- Yes ↓

Am I the best person to action the email?

- No → **Delegate**
  - ☐ Forward the email to appropriate area
  - ☐ Set a follow up
- Yes ↓

Can I action this in under 2 minutes?

- No → **Diarise**
  - ☐ Convert the email into an 'appointment'
  - ☐ Set a time to complete the task
- Yes → **Do**
  - ☐ Action the email
  - ☐ Reply if required, file or delete

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