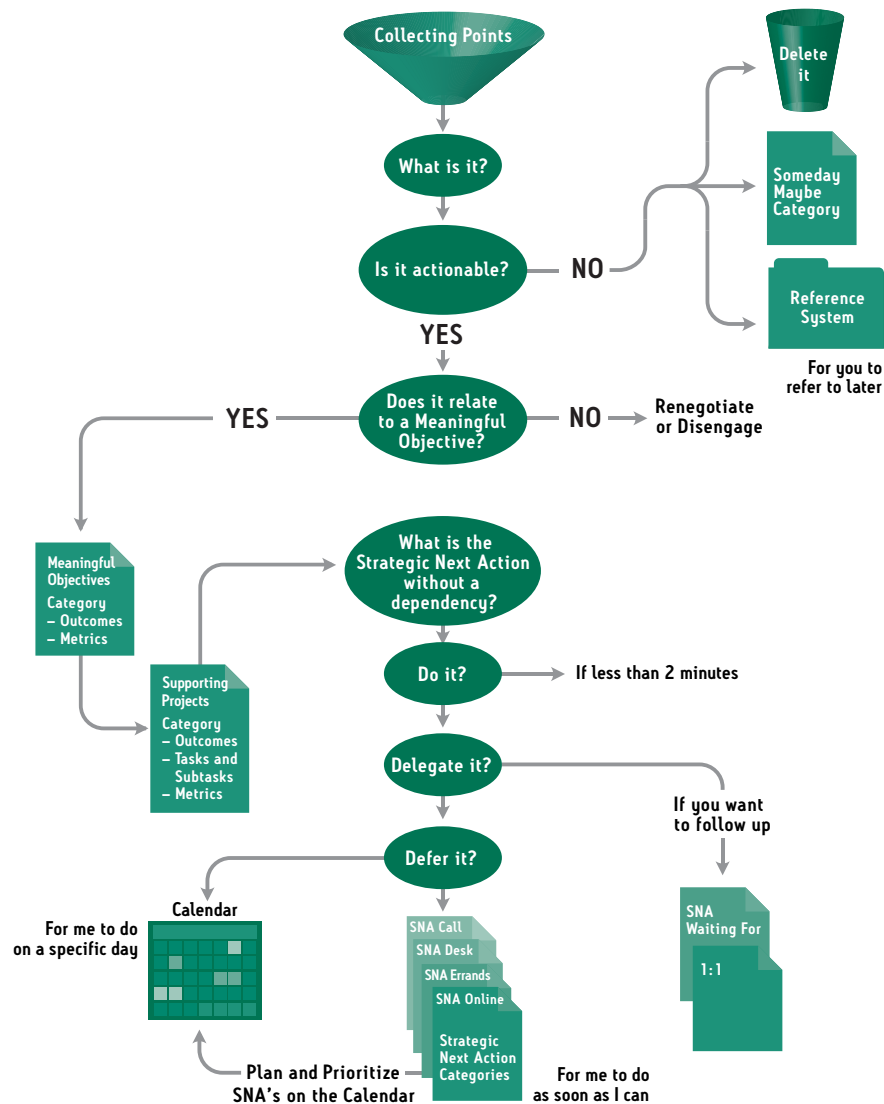


## The Workflow Model



## The Four D's for Decision Making

### Delete it

- It does not relate to an objective
- You can find it somewhere else
- You will not refer to it in 3-6 months and it's not legal and HR

### Do it (less than two minutes)

- Respond and/or file

### Delegate it

- Send delegation and if needed, track in Waiting For or 1:1 Category

### Defer it

- Transfer to a 1:1, SNA Category or Calendar