

# The 4D Methodology



Handle each message only **ONCE** by using the 4Ds

## 1: DITCH / DELETE

If there is **no action** needed and you don't need to keep the message, simply delete it (eg: spam, 'bacon', grey mail, jokes, information you don't need to file or keep for records purposes, etc) or unsubscribe

## 2: DEAL (2 mins or less)

If you can take the **next action** (reply or forward, update a document, schedule a meeting etc) in **two minutes or less**, it's quicker to do it now that the time it takes to store the message, track it, retrieve it, read it, get up to speed on it and then do it later.

## 3: DELEGATE

If the **next action** requires you to delegate the email, you can either forward the message on to the appropriate person, print it and pass it on, or add it to your Task list and then use the Assign a Task function to send it to them (but still keep track of it on your own list).

## 4: DECIDE

If the **next action** requires that the email be relocated somewhere more appropriate, you can do one of three things;

Decide  
Pesticide  
Insecticide  
Genocide  
Homocide  
Suicide

### WHERE - File (Move to Folder / File along with)

Decide which email folder (eg: Client A, Subject 2) or file along with an existing Task or Appointment

### WHEN - Convert to a Task or Calendar item

If the email will take >2 minutes to process, schedule when you will do the work that has arrived via email

### WAIT - Add to Waitlist, Watchlist or Pending Reply folder

Add to a Pending Reply folder (as an Inbox sub-folder) and right click to add a reminder if necessary