

## IN BASKET NOTES

1. Many memos are confusing and have to be sorted.
2. Sort the memos by date, read the background history of former manager and secretary, and determine how this information impacts on the memos.
3. Which memos are urgent? Who sent them?
4. Make three piles - 1st pile August, 2nd pile September, 3rd pile for remaining memos.
5. Answer all memos in a timely manner.
6. Define what the difference is between urgent/non urgent. Is it deadline driven? Can it be put aside?
7. Read each question and match it with the memos.
8. Study Organization chart of the company.
9. Study environment around the memos. Read vignette.
10. Do questions relate to sensitivity, organization, or decision?
11. Study matrix and Covey Seven Principals.