

Pick your one thing

Ten minutes and a pen. Write down five tasks that keep coming back, score them, and circle the one that bothers you most. That is the task worth fixing first.

BUSINESS

DATE

STEP 1 ABOUT 3 MINUTES

List five tasks that annoy you every week

Things you or your team do by hand, again and again. Callbacks, reminders, retyping, chasing, the same answers to the same questions. One per row. Do not judge them yet.

STEP 2 ABOUT 4 MINUTES

Score each task from 1 to 5

In every column, 5 means a better first pick. Add the four scores for a total out of 20.

#	TASK	TIME PER WEEK	HOW OFTEN	HOW RULE-BASED	RISK IF WRONG	TOTAL
1						
2						
3						
4						
5						
SCORE KEY		1	3	5		
Time per week		Under 15 minutes	About an hour	Three hours or more		
How often		Once a month	Once a week	Every day		
How rule-based		Needs judgment every time	Same steps, a few exceptions	Same steps every time		
Risk if wrong		A slip costs a customer or money	Awkward but fixable	Easy to spot and undo		

STEP 3 ABOUT 1 MINUTE

Pick the winner

The highest total wins. If two tie, take the one that annoys you more. If a task scored 1 on risk, set it aside for now and pick the next one.

MY ONE THING IS

STEP 4 ABOUT 2 MINUTES

Write it as three steps, before and after

Before is how it happens today. After is how you want it to happen. One short line per step.

BEFORE

1

2

3

AFTER

1

2

3

EXAMPLE

Before. 1. An invoice passes 14 days unpaid. 2. Nobody notices until month end. 3. Someone writes a reminder by hand.
After. 1. An invoice passes 14 days unpaid. 2. A reminder draft is waiting in the inbox that morning. 3. A person checks it and presses send.