

Knowledge Work

20 Universal Activities • 5 Categories

Receive:

1. Electronic File
2. E-mail
3. Phone Call
4. Physical Copy

Review:

5. Prepare
6. Preview
7. Validate
8. Decide
9. Terminate

Perform:

10. Update
11. Correct
12. Create
13. Enter
14. Move

Attend:

15. Meeting
16. Communication

Send:

17. Electronic File
18. E-mail
19. Phone Call
20. Physical Copy