



The Five Questions

A Tool for Effective Management
and Responsible Leadership
Project Planning Sheets

_____ name

_____ date

Peter Drucker's Five Questions will help you develop and implement a plan to accomplish your goals.

THE FIVE QUESTIONS

1. What is my mission?

What are you trying to accomplish?

Test and revise your mission statement by asking yourself the following questions:

- Does it address a real need or opportunity for improvement?
- Does it reflect my competence by realistically taking advantage of my abilities and the amount of time I have?
- Does it flow from my commitments by addressing something about which I am passionate?
- Is it focused on accomplishing something very specific?
- Is it a short, clear statement that I could repeat to anyone at any time who wanted to know what I am trying to do?
Drucker said a mission statement should fit on a T-shirt.

2. Who is my customer?

The primary customer is the specific person or people who will benefit from your plan. Supporting customers are individuals who will play a role in the process.

My Primary Customer:

My Supporting Customer(s):

3. What does my customer value?

Drucker taught that only the customers themselves can answer this question. You must find a way to speak directly to your customers to find out how they can benefit from your project. This can usually be accomplished through a brief interview or survey. If you do create a survey to find out what your customers value, be sure to keep it very short and specific to gain the precise information you need to meet your mission.

4. What are my results?

By this, Drucker means both your current results and the results you are aiming for. It is important to gather both quantitative (specific numbers and data) and qualitative (stories and descriptions) results. Be sure to list several very specific current and desired results below. The current results should come from the interview or survey of your customers, and the desired results should reflect what you can realistically achieve in the time you have. For example, if your project is about improving your math grade, the current results might be a list of your current test average, homework grade, quiz average, and class participation grade, as well as a list of words your teacher (your customer) gave you to describe how you are performing in math. Then, for your desired results, you would list the grades and scores you hope to have after putting your Five Questions plan into action as well as the descriptive words the teacher gives you for how she would like to see you doing. You should develop a way to track your results as you move through your plan so you can measure your progress.

Current Results:

Desired Results:

5. What is my plan?

List three to five goals that will help you to reach your mission. For each goal, your teacher will give you forms on which you will list the tasks that must be done to reach that goal, the person responsible for those tasks, and the time frame for completion of the task.

Goals:

PROJECT: _____ **NAME:** _____

MISSION: _____

GOALS	DESIRED RESULTS	RESULTS ACHIEVED
1.		
2.		
3.		
4.		
5.		



Goal #1: _____

TASK(S)	PERSON RESPONSIBLE FOR TASK	TIME FRAME
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		



Goal #2: _____

TASK(S)	PERSON RESPONSIBLE FOR TASK	TIME FRAME
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		



Goal #3: _____

TASK(S)	PERSON RESPONSIBLE FOR TASK	TIME FRAME
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		



Goal #4: _____

TASK(S)	PERSON RESPONSIBLE FOR TASK	TIME FRAME
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		



Goal #5: _____

TASK(S)	PERSON RESPONSIBLE FOR TASK	TIME FRAME
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		

