



Transition Masters

Developing Job Search Presentation Skills

ACCOMPLISHMENT STATEMENTS

Great Interviewing Question!

What is your greatest accomplishment in the past that relates to the job you want to do in the future?

Accomplishment Statements!





Accomplishment Statements

Versus

Accomplishment Stories

Sample Accomplishment Statements

- * I was able to increase sales, by coaching my team, from \$1.2 million per year to \$1.5 million per year, a 20% increase!
- * I improved our customer satisfaction rating from 90% to 96%, by modifying call wait times. Resulting in an increase of retained customer revenue of + 30% (from \$3.5 million to \$5 million!)

Where to Use Accomplishments

Accomplishments/achievements are used in your resume (set apart, indented, & bolded)

*Director, Client Service Operations

- Led teams of 125 associates in Tampa, FL and Sacramento, CA responsible for resolving payer/client issues.
- Consolidated product operational support, resulting in over \$250,000 annual savings.

“ Increased billings in 5 territories using existing personnel. 30% increase. (\$3M to \$4.5M in six months in one territory!”

Ceridian (EAP/WorkLife Services) – St. Petersburg, FL

10/2005 –3/2007

*Health and Productivity Management Program

- * Assisted in the development of Health and Productivity Management product; sales and account

And in interviews when asked about them

Interviewing Rule of Thumb

- * If you find yourself speaking more than 50% of the time –
Be Quiet!



Explaining Accomplishments

* The PAR Model

1. **Problem** (or challenge)
2. **Action** (that you took)
3. **Result** (what happened?)



PAR Story

- * **Problem**
 - * Telecom industry needed a way to improve the installation of data, video and voice system wiring.
- * **Action**
 - * 5,000 cabling installers needed to be properly trained
 - * Comprehensive national needs and job task analysis
 - * Developed a three level training program for installers
 - * Developed a comprehensive written and hands on certification program
- * **Results**
 - * Better trained installers
 - * Reduced initial installation errors by 20% industry wide
 - * Improved installation quality by 30% reducing costs to contractors for rework
 - * Won ASAE award for best seminar series in USA

Put it on a DIET!



**I'M ON
A DIET!**

PAR Statement

- * Telecom industry needed to improve the quality of high-speed cabling installations. Developed a training and certification program for 5,000 installers. Resulted in 30% improvement in cabling installation quality nationwide.

Accomplishment Statements

- * Write one accomplishment statement in class. Write at least two more after class for use in interviewing & resumes.
- * Use PAR format
- * No more than 4 sentences per accomplishment.

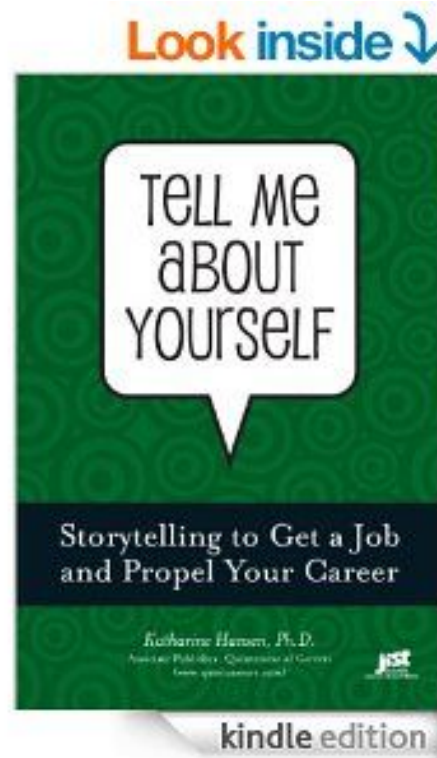
Accomplishment Statements

Let's Hear'em!

Best resource on Job Search Storytelling
“Tell Me About Yourself”

By Katharine Hansen, PhD

Amazon used \$4.97, Kindle \$11.99, new \$24.58



You may download the companion workbook on the TM Resource library link!



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