Create Accomplishment Stories

Learn how to develop accomplishment stories for interview/resume/CV

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Lee Hecht Harrison

Today's plan

1 **What are Accomplishment Stories?**

2 **Creating Accomplishments for Your Resume/CV or Interviews**

3 **Putting It All Together**

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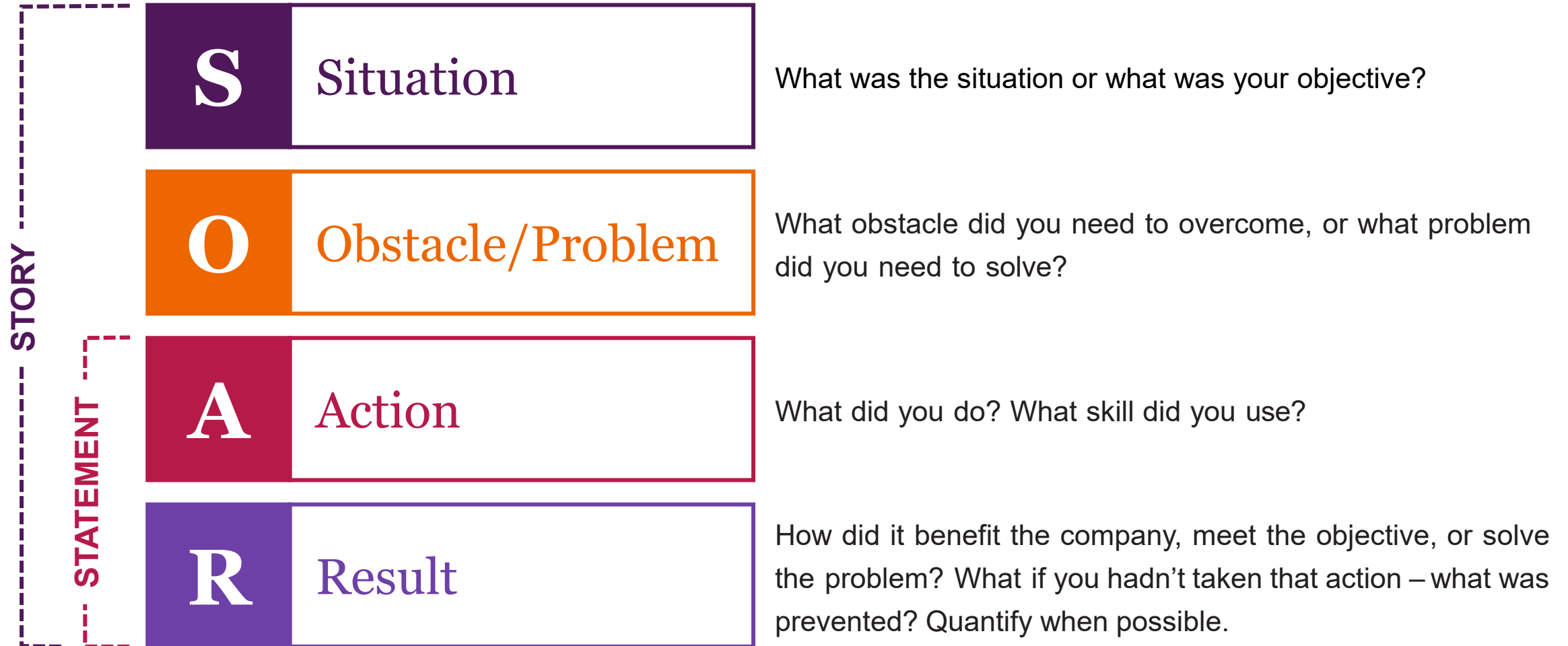What are Accomplishment Stories?

What is an accomplishment story?

Compelling narrative that highlights a specific achievement or success in your professional life.

The company's flagship product was losing market share due to outdated features and increased competition. I was tasked with revitalizing the product to regain market share and meet customer expectations. I conducted market research to identify customer needs and competitor offerings. Based on the findings, I led a team to redesign the product with new, innovative features and improved user experience. We also implemented a more agile development process to speed up time-to-market.

The revamped product saw a 40% increase in sales within the first quarter of its re-launch, customer satisfaction ratings improved by 30%, and the product regained a significant share of the market.

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Build your stories with SOAR

STORY
STATEMENT

S Situation	What was the situation or what was your objective?
O Obstacle/Problem	What obstacle did you need to overcome, or what problem did you need to solve?
A Action	What did you do? What skill did you use?
R Result	How did it benefit the company, meet the objective, or solve the problem? What if you hadn't taken that action – what was prevented? Quantify when possible.

Sample accomplishment stories

HR Professional

S Situation		The company faced high turnover rates, particularly among new hires within the first six months of employment.
O Obstacle to surmount		My goal was to reduce turnover by improving the onboarding process and employee engagement.
A Action		I revamped the onboarding program to include more comprehensive training, mentorship pairings, and regular check-ins with new hires. Additionally, I introduced an employee feedback system to identify and address concerns early.
R Result		The turnover rate among new hires decreased by 40% within a year, and employee satisfaction scores increased by 20%, leading to a more stable and engaged workforce.

Sample accomplishment stories

Organizational Development VP

S Situation	The organization was struggling with low employee morale and productivity, negatively impacting overall performance.
O Obstacle to surmount	I was responsible for developing and implementing a strategy to improve organizational culture and employee engagement.
A Action	I conducted employee surveys and focus groups to identify key areas of concern. Based on the feedback, I launched several initiatives, including leadership training programs, a recognition and rewards system, and flexible work arrangements.
R Result	Within a year, employee engagement scores improved by 35%, productivity increased by 25%, and the company saw a significant reduction in turnover rates.

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Sample accomplishment stories

Mechanical Engineer

S Situation		A critical piece of manufacturing equipment frequently broke down, causing production delays and increased maintenance costs.
O Obstacle to surmount		I was assigned to find a solution to minimize downtime and maintenance expenses.
A Action		I conducted a thorough analysis of the equipment's failure points and designed a more robust component to replace the failing part. I also implemented a predictive maintenance schedule using sensors and data analytics to monitor the equipment's health.
R Result		Equipment downtime was reduced by 60%, maintenance costs decreased by 40%, and production efficiency improved by 20%, leading to substantial cost savings for the company.

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Sample accomplishment stories

Financial Banking Professional

S Situation		The bank's loan approval process was slow and cumbersome, resulting in customer dissatisfaction and lost business.
O Obstacle to surmount		I was tasked with streamlining the loan approval process to improve customer experience and increase loan approvals.
A Action		I led a cross-functional team to review and optimize the loan approval workflow. We implemented a new digital platform that automated several steps, reducing manual errors and speeding up the process. We also trained staff on the new system and procedures.
R Result		The loan approval time was reduced by 50%, customer satisfaction scores increased by 25%, and the bank saw a 15% increase in loan approvals within the first six months of implementation.

Sample accomplishment stories

Product Developer

S Situation		The company's flagship product was losing market share due to outdated features and increased competition.
O Obstacle to surmount		I was tasked with revitalizing the product to regain market share and meet customer expectations.
A Action		I conducted market research to identify customer needs and competitor offerings. Based on the findings, I led a team to redesign the product with new, innovative features and improved user experience. We also implemented a more agile development process to speed up time-to-market.
R Result		The revamped product saw a 40% increase in sales within the first quarter of its re-launch, customer satisfaction ratings improved by 30%, and the product regained a significant share of the market.

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What is your proudest work achievement in the last 6 months?

Type on screen using annotation or in Chat.

Start by identifying your achievements

▶ Performance evaluations

▶ Letters of recommendation

▶ Awards, bonuses and promotions

▶ Past job descriptions and your previous résumé

▶ Calendar and status reports

▶ Former colleagues and managers

▶ Certificates and training you have completed

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Questions to uncover your accomplishments

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Increase sales, reduce costs, save time or money?	**Create or build a product or develop an idea?**	**Point out the need for, or create, a new report or document?**
Get involved in a team effort that produced specific results?	**Call attention to a wasteful procedure and suggest a solution?**	**Solve a problem or show leadership in a challenging situation?**
Improve efficiency of people or operations?	**Consistently meet deadlines for key reports?**	**Train new colleagues who were successful?**
Get promoted? Why and within what timeframe?	**Improve customer service or improve sales effort?**	**Organize company charity/community event?**

Other questions...

▶ Did you make major changes or facilitate the work in any way?

▶ Did you take the initiative of acquiring new skills or learning new technologies?

▶ Were you selected to participate in a special project or to sit on a committee because of your skills or experience?

▶ Did you successfully solve a difficult situation with a client?

▶ Did you surpass accepted standards for quality and/or quantity of performance?

▶ Did your ideas or suggestions help increase the performance of individuals or machines?

More questions

▶ Did you act as a resource person for your colleagues on certain issues?

▶ Did you prepare any original reports, special papers or documents?

▶ Did you show creativity by developing and implementing a plan or solving a complex issue?

▶ Did you assist someone else in realizing their objective?

▶ Did you implement or participate in any sales or profits, and/or cost save recommendations?

▶ Did you receive any award or letter or recommendation?

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Creating Accomplishments for Your Resume/CV

Understand how to create accomplishment statements

Creating accomplishments for your resume/CV

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▶ **Emphasize the scope and results.**

– **Quantify**: attach specific numbers or figures to your accomplishments to make them more tangible and impressive (i.e. $/£/€, %, #)

"Increased sales by 25%..."

"Reduced production cost by $50,000…"

– **Qualify**: provide qualitative context or descriptors to your achievements.

"Worked on the company's largest account …"

"Created a global application that …"

▶ **Use strong action verb(s).**

▶ **Be clear and concise.**

▶ **Use no more than two to three lines.**

Use action verbs – skills

Administration	Finance	Management	Communication	Technical	Consulting & Services	Coaching & Training
Approve	Administer	Administer	Activate	Activate	Advise	Advise
Archive	Analyze	Allocate	Conduct	Assemble	Answer	Clarify
Arrange	Anticipate	Analyze	Consolidate	Build	Appreciate	Coach
Calculate	Audit	Anticipate	Convince	Calculate	Arrange	Communicate
Carry out	Balance	Assign	Declare	Centralize	Change	Constitute
Compile	Budget	Audit	Develop	Check	Clarify	Develop
Create	Calculate	Authorize	Exploit	Create	Demonstrate	Encourage
Decentralize	Carry out	Centralize	Express	Decentralize	Detect	Explain
Document	Consolidate	Certify	Formulate	Design	Diagnose	Facilitate
Extract	Count	Consolidate	Identify	Draw	Evaluate	Guide
Implement	Earn	Coordinate	Influence	Finish	Explain	Instruct
Inspect	Engage	Create	Interpret	Generate	Facilitate	Lead
List	Estimate	Decentralize	Launch	Implement	Guide	Overcome
Organize	Market	Delegate	Motivate	Improve	Intervene	Plan out
Process	Predict	Devise	Negotiate	Inventory	Launch	Put into practice
Purchase	Regulate	Establish	Optimize	Modernize	Listen	Reinforce
Register	Succeed	Evaluate	Present	Program	Monitor	Reorganize
Simplify		Generate	Process	Remodel	Optimize	Revalue
Take delivery		Hire	Recruit	Repair	Present	Stimulate
Write		Reorganize	Translate	Rebuild	Represent	Train
		Supervise				

Examples of accomplishment statements

Increased gross profits by 8% and reduced cost of goods sold by 25% from previous year through supplier pricing negotiations, design modifications, and change in product mix.

Reduced supplies expenses by nearly 50% through purchase review and negotiating better pricing with our vendors.

Improved inventory accounting 33% by developing a common method of tracking assets.

Recovered $1000 error by creating a Web-based corporate reporting system to automatically gather financial and operational information from various facilities.

Reduced operating expenses by 49% through tighter expense controls in negotiating better insurance rates and more effective use of outside consultants.

Deriving a statement from a story

What might be the accomplishment statement(s) using this HR Professional's story?

S Situation	The company faced high turnover rates, particularly among new hires within the first six months of employment.
O Obstacle to surmount	My goal was to reduce turnover by improving the onboarding process and employee engagement.
A Action	I revamped the onboarding program to include more comprehensive training, mentorship pairings, and regular check-ins with new hires. Additionally, I introduced an employee feedback system to identify and address concerns early.
R Result	The turnover rate among new hires decreased by 40% within a year, and employee satisfaction scores increased by 20%, leading to a more stable and engaged workforce.

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Putting It All Together

Activity: Create a SOAR story

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Situation

Consider **a situation which you have faced**, that is **similar to that faced by a potential employer.**
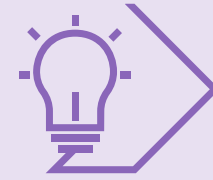
Obstacles

Consider the **obstacles you faced.**

Actions

Consider what **actions you took** to overcome obstacles and get results.

Results

Consider your **results and how your knowledge could benefit a potential employer in a similar situation.**

Set a goal to create SOAR stories

▶ **Set a goal for SOAR stories** (for example,
3 SOAR stories a day x 5 days = 15 SOAR stories!

▶ **Use the SOAR stories to form accomplishment statements**
for your resume/CV and LinkedIn® experience section bullets.

▶ **Practice SOAR stories out loud** using Interview Center .

Three things you can do today

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1. Self-reflect

Identify your proudest achievements in the last six months using the questions provided.

2. Identify action verbs

Select strong words that concisely reflect your accomplishments

3. Draft three SOAR stories

Receive feedback from family and friends.

Please provide your feedback

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Create Accomplishment Stories

Learn how to develop accomplishment stories for interview/resume/CV

https://adeccogss.eu.qualtrics.com/jfe/form/SV_eK9b2Y9vtGGn5wa