

Structure of an Accomplishment Statement
Challenge (problem or opportunity you encountered)
Actions (what you did to address challenge)
Results (positive outcomes of actions)

Administrative

- Updated contact databases, resulting in creation of accurate resource used daily in promotional activities by marketing assistants.

Camp Counselor

- Planned daily athletic activities to meet variety of abilities and encouraged children to develop good sportsmanship and positive relationships with peers

Customer Service

- Inquired about specific needs, advised customers on options and answered additional questions to help customers select merchandise. Frequently received excellent rankings on monthly customer service survey.

Leadership

- Spearheaded special events, including planning and coordinating logistics, securing speakers and promoting the events, while working within budget Library Assistant.
- Selected as one of five students to communicate library's procedures and needs to patrons during library closure due to disastrous flood in July 1999.

Tutor

- Wrote tutor packet to help train tutors, developed approaches to facilitate for reflection sessions, and created and implemented system that effectively organized program materials. Training packet continues to be used to prepare new volunteers.

Social Work

- Familiarized client with local community services and coached her on how to approach agencies. Result was she followed through with initiating contacts and secured home health care services for her husband.

Sample Results Statements from Interventions (Qualitative and Quantitative)

- Significantly decreased inappropriate social interaction among group members.
- Increased weekly attendance at group therapy sessions by 80%.
- Parents reported an increase in the quality and quantity of son's homework completion.
- Reduced incidents of client's school truancy by 70% within four weeks.
- Client reported having fewer panic attacks.

Sample "Strengths" Statements

- Recognized by director for attention to detail, strict adherence to procedures and ability to anticipate probable results.
- Recognized by supervisor for outstanding client evaluation skills and the ability to locate and promote appropriate community services for clients.
- Demonstrated ability to manage and defuse crisis situations.
- Acknowledged by colleagues for taking the initiative and following through on program initiatives.