

ALBERTA WORK SEARCH ONLINE



Analyzing your accomplishments - STARS

Analyzing your accomplishments

Follow the steps of describing each accomplishment using the STARS technique. This technique allows you to clearly articulate what you did and the results you achieved by describing your accomplishment in the following way:

S ituation	Describe the circumstances and the problem you faced.
T ask	Explain what you needed to do, why you needed to do it and the challenges involved.
A ction	Describe the actions you took.
R esults	Explain what happened as a result of your efforts.
S kills	Describe the skills you used to accomplish what you did.

By preparing accomplishment statements you can include them in resumes, cover letters, and interviews (particularly behavior-descriptive interviews).

1

Print out the following **Accomplishment analysis worksheet**.

2

Read the example to help you get started.

3

Create a STARS summary for each significant accomplishment you want to describe.

Accomplishment Example:

Situation: *The processing time of orders was taking too long between receiving the order and shipping it. Orders were getting backlogged, customers were complaining and the backlog was creating overtime problems in the shipping area.*

Task: *As assistant sales manager, I needed to increase phone ordering efficiency and reduce overtime. Since the problem involved two different staff units and ordering systems (both on-line and phone), it presented logistical and communication challenges. I initiated a review of the phone order system.*

Action: *Monitored, compiled and analyzed data on order times and shipping backlogs, asked for staff input, researched alternative ordering systems, presented findings and recommended solutions to management group, then organized staff training on the new system. Managed new system start-up.*

Results: *By combining phone and online ordering systems this resulted in a two day reduction in phone order placement-to-shipping time and a 20% reduction in overtime for shipping staff.*

Skills: *I used my organizational, communication, analysis, problem-solving, troubleshooting and technical skills.*

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Accomplishment analysis worksheet

Accomplishment # ____

Situation:

(Describe the problem you faced.)

Horizontal lines for writing the situation description.

Task:

(Describe what you needed to do to deal with the challenge or overcome the obstacles.)

Horizontal lines for writing the task description.

Action:

(Describe the actions you took. Use active verbs, refer to the tip sheet Use Action Words to Get the Job for ideas.)

Horizontal lines for writing the action description.

Results:

(Explain what happened as a result of your actions—benefits to the organization, customers, co-workers—in quantifiable or measurable terms such as dollars saved, percentage improvement or promotions, awards or commendations received.)

Horizontal lines for writing the results description.

Skills:

(Describe the skills you used to achieve the results)

Horizontal lines for writing the skills description.