HOW to STRENGTHEN an ACTION STATEMENT

A minimal guideline is to include at least one accomplishment for every position you have held that directly relates to your job objective. Accomplishment statements should demonstrate the value you bring through numbers. When you are drafting accomplishment statements, ask yourself “how many,” “how much,” “how long,” and “how often.” Remember: Numbers = Results = Value.

Following is an example of how you can take an action statement that starts off sounding like a ‘job duty’ and turn it into a strong accomplishment statement by answering these questions. While we recommend striving for the “best” action statement, a “better” statement is acceptable when you don’t have specific metrics to justify your outcome.

WEAK
Trained new employees

FAIR
Trained new employees, resulting in increased customer satisfaction

BETTER
Trained more than 15 new employees over a 6-month period resulting in increased customer satisfaction

BEST
Increased customer satisfaction rate by 20% by providing effective problem resolution training for 15+ new employees in a 6-month period

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