

Accomplishment Statements & STAR Story: Human Resources

WHAT IS AN [ACCOMPLISHMENT STATEMENT](#)?

These are statements that make up any section of your resumé where you are stating experience, including Education, Related Experience, Volunteer Experience, Extracurricular Activities and Interests. The focus is not on the duties you performed, but on providing evidence of how well you performed them by utilizing the skills that will be valued in your target position.

Two possible formulas for Accomplishment Statements:

Option 1		
Action Verb (s)	What you did/How you did it	Result
Developed and implemented	employee wellness programs, such as lunchtime yoga and after-work mindfulness sessions,	leading to increased employee satisfaction and morale, as reported on over 80% of employee surveys.

Option 2		
Action Verb (s)	Result	What you did/How you did it
Hired	high quality employees and set them up for success,	by screening candidates thoroughly, and training new hires based on company best practices.

WHAT IS A STAR STORY?

The [STAR](#) technique can be used in cover letters and for answering behavioural interview questions. The use of STAR technique is an effective way to provide evidence of your skills and competencies, and to highlight your accomplishments from your relevant current or previous jobs or educational experiences in a clear, concise, and structured manner.

Formula: STAR = S (situation) + T (task) + A (actions) + R (results)

STAR Example:

Question: Tell me about a hiring mistake you made. How did you deal with the situation and what did you learn from it?

S: In my previous role, I was involved with the recruitment and selection of candidates for the IT department in our company.

T: One of our software developers had quit very suddenly in the middle of a big project, and we needed to fill the role as soon as possible, in order to complete the project successfully and on time.

A: After the position was advertised, I selected a few candidates to interview based on their resumé. There was one candidate in particular, who interviewed well, and had experience with a few popular programming languages. I made the assumption that she would be proficient at using the project software and hired her for the position. It quickly came to my attention that the team had been using a lesser-known programming language, which the candidate did not know. After my discussion with the IT Manager, the decision was made to provide an extra 10 days' time for this new software developer to learn and get familiar with the required programming language.

R: The project ended up running overtime by two weeks. I learned that even when hiring quickly is a necessity, it is important to double check with the candidate to get a clear understanding of their qualifications, or any other information that might impact their job performance. I also learned that I should liaise with the team in question to find out about the specific technical skills required for the job.