

How to Write Your Work Achievement Stories

To prepare for your next salary negotiation, reflect back on your work life during the past one to two years. Think about the achievements / wins you have made. Reflecting on achievements / wins is not always easy. To assist you, review the list below. Reading these statements whilst reflecting on your work life will assist you in developing achievements / wins for your resume.

Achievement prompters:

- Review old emails, people you were liaising with, meetings you attended and past performance reviews.
- Have you designed or introduced a new process that had a positive impact?
- Have you solved a difficult problem?
- Overcome adversity on a project?
- Had success with managing a team?
- Had success with training & developing staff?
- Have you received any awards?
- Have you developed a new system, a product, etc?
- Have you designed something new?
- Can you think of something you have done for the first time where you excelled?
- Undertaken any challenging training or education?
- Have you prepared any reports, papers, articles etc that others could not?
- Have you saved your company or department money?
- Have you had success in any volunteer or community work?
- Have you improved an existing process, product etc?

Keep in mind the following when documenting your achievements / wins. Ensure that you are specific and quantify and qualify your achievements / wins where you can. Refer to the CAR Model – Challenge, Action, Result!

- **What was the challenge?**
- **What was your role, and what were the actions you took?**
- **What was the end result?**

Achievement Story - Example

Skills Used: Relationship management, motivate, sell, organize, present, plan

Challenge

Detail the problem / situation

- *Your position, department, objectives & your involvement*

The problem.....

As a HR Consultant within a global company that had a small HR team in Melbourne I was tasked with rolling out a new online performance review system within a short time of one month to over 300 staff to be ready to use for the next annual staff performance review. This was in addition to my day job.

The challenges I had to overcome included.....

What were the constraints?

HR Manager did not have good technical skills so I was tasked with driving it solely. Lack of time and support. The company was going through a lot of internal change with resistance to anything new so had a lot of staff resistance. The majority of the staff not big users of online technology The general resistance by staff to the performance review process in general. Limited resources and support.

Action

What did you do? What skills did you use that you want to highlight? I.e. project managed, led, created, analysed etc.

I went about solving the problem by.....

Documented the challenges I foresaw and how to address them. Did a project plan to map out the time I had available and the tools at my disposal and resources to deliver training. Consulted with my counterparts in the USA about what they found worked and borrowed from this. Created a 30 minute workshop session for staff to attend at to run through the essentials of the new system and the benefits of using it. Got CEO buy in and approval to communicate that it was mandatory for all staff to complete. Delivered workshops regularly over the course of one month. Created easy to use guides which were given out and accessible on the intranet for staff to use the system. Followed up those who did not attend the workshops with one on one sessions to train them in a more private setting as some were embarrassed by their lack of skills.

Result

The outcome of your actions? Quantify & qualify these where you can.

The outcome was.....

Within one month got compliance of 300 staff to complete the online performance review training.

Achievement Statement

Within one month successfully trained via workshops and / or one on one sessions 300 largely non tech savvy staff in using the companies new online performance review system. While there was initial resistance by a lot of staff, through building relationships, selling the benefits of the new system and training to help with familiarity and confidence in the system, staff were willing to use it in time for the annual performance review process.