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CAREER WITH CONFIDENCE™

# Finding your success stories

2 steps to sharing your accomplishments

In a competitive job market, you need a compelling career story to stand out. One way to set yourself apart from other candidates is with solid success stories that you can use on your resumé and in interviews.

## In this guide...

**YOU'LL LEARN HOW TO UNCOVER YOUR SUCCESS STORIES**

- 1 Identify your career wins**
- 2 Make them part of your story**



# 1 Identify your career wins

## TECHNIQUES FOR REMEMBERING YOUR ACCOMPLISHMENTS

Start by reflecting on your experiences and identify the ways you've added value in your roles or what sets you apart from your colleagues. Realize that the way you do your job, your dedication, creative suggestions and your ability to implement ideas adds value to organizations and can set you apart from other candidates. Below are some approaches to remembering your accomplishments:



**Review** old performance appraisals with a highlighter at the ready. Mark down any successes you've forgotten about and jot down additional details about those projects. Be sure to collect hard numbers and performance data.



**Request** feedback from your supervisors and peers about what you do well and ask them for letters of recommendation.



**Reflect** on tough performance objectives you've met or specific problems you've solved. Describe them and provide quantifiable performance measures.

**Ask yourself the following questions to jog your memory about previous accomplishments. Write down your answers:**

1. What were the top 2 to 3 most important aspects of your job and how did you excel in these areas?
  
  
  
  
  
  
  
  
  
  
2. Was there a specific challenge or issue you resolved that you're proud of (even "small" ones)?

3. Did you introduce anything at your company that didn't previously exist, or did you improve upon an existing process?
  
4. In what specific ways did you demonstrate your leadership abilities?
  
5. Did you play an important role in the success of a major team/department/company success? If so, what was your specific contribution?



# 2 Make them part of your story

## USE THE S.T.A.R METHOD TO TALK ABOUT YOUR ACCOMPLISHMENTS

Now that you've identified your successes, it's important to effectively communicate them. One of the most efficient ways to do this is by applying the **S.T.A.R.** method when describing your experiences, especially during interviews. However, **S.T.A.R.** stories can also be the basis for accomplishments used in your resumé.

# S

### Situation

Begin by thinking about a challenging situation you've faced at work.

# T

### Task

Identify what you set out to accomplish as well as the specific skills required for the task.

# A

### Action

List the actions you took to resolve that task, including whether your efforts involved working alone or with other members of the team.

# R

### Result

Document the actual results you achieved. Focus on quantifiable results that will show growth and measurable contributions you brought to the company.

### Example of how to use the S.T.A.R. method to craft a success story:

<b>Situation</b>	Lead trainer called out sick
<b>Task</b>	Filled in last minute due to strong product knowledge and presenting skills
<b>Action</b>	Delivered training on our telehealth platform to a group of medical staff via Zoom
<b>Result</b>	Received lots of positive feedback

### **Example of a resumé bullet that utilizes the S.T.A.R. method:**

- Delivered a telehealth platform training to over 150+ medical staff via Zoom; received praise for clarity of information and engaging delivery.

### **Example of an interview response using the S.T.A.R. method:**



#### **Interviewer:**

“Tell me about a time you gave a successful presentation.”



#### **Interviewee:**

“At Kaiser, I was asked to lead a Zoom training on our company’s telehealth software designed to help medical staff treat patients remotely due to COVID-19 restrictions. Our lead trainer was out sick, and my manager chose me to fill in because of my excellent communication skills and product knowledge. I modified the training content to make it much more interactive and presented it to over 150 medical staff. I received 4.7 out of 5 stars on the feedback surveys and several staff members thanked me in their comments for explaining the complex clinical documentation procedures so clearly.”



Use the following worksheet to develop several S.T.A.R. stories you can use in interviews and on your resumé:

<b>Situation</b>	
<b>Task</b>	
<b>Action</b>	
<b>Result</b>	

<b>Situation</b>	
<b>Task</b>	
<b>Action</b>	
<b>Result</b>	

<b>Situation</b>	
<b>Task</b>	
<b>Action</b>	
<b>Result</b>	

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**For more career support  
and resources visit:**

[phoenix.edu/blog/career-support/tools-resources.html](https://phoenix.edu/blog/career-support/tools-resources.html)

