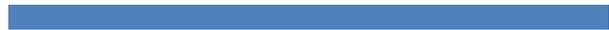


Your  
Accomplishment  
Stories & Skills  
You Possess



### Homework Exercise:

There are 4 steps to this homework assignment.

### Step 1: Identify the Required Skills of Your Target Job

Job Title: \_\_\_\_\_

List below 4 job requirements and skills that your target job requires by reviewing the job. In real world, you will want to list 6-8 job requirements and review several job descriptions to see common requirements:

Employer Skills & Requirements
1. 2. 3. 4.

### Step 2: Write Your Accomplishment Stories – READ CAREFULLY

Think of a specific example **for each of the required skills** that *demonstrate* the specific skill.

<b>Situation/Task</b>	Describe the <i>Problem, Challenge or Opportunity</i> that existed and the task that you needed to accomplish.  You must describe a specific event or situation, not a generalized description of what you have done in the past.  Be sure to give enough detail for the interviewer to understand.
<b>Actions</b>	Describe the specific actions you took and be sure to keep the focus on you.  Even if you are discussing a group project or effort, describe what you did -- not the efforts of the team.  Don't tell what you might do, tell what you did.
<b>Results Your Achieved</b>	What happened? How did the event end? What did you accomplish? What did you learn? Wherever possible, quantify your results. Numbers always impress employers.

- Do not restrict yourself to job accomplishments/examples only. You can use volunteer work, school-related projects or experiences as well.
- If you were part of a group, focus on your role in the group. Writing these stories will allow you to write a more accomplishment-driven resume and discuss your accomplishments in an interview.

- If you need some examples, you can review the last couple of pages in the document.

**Questions to Jog Your Memory about Your Accomplishments and Specific Examples/Situations You've Handled**

How did you show initiative?	How were you a team player? How were you part of a team?
Did you observe or pay special attention to something?	How you solved a difficult problem?
How did you display excellent customer service? Or dealt with an irate customer	How did you organize or plan something?
How did you save the day?	How did you communicate an idea?
How did you save money, time, resources?	How did you make changes?
Did you evaluate something?	Did you manage, supervise, or lead?
Did you start and/or finish something?	Did you ever have to document something?
How were you future-oriented?	What new idea did you think of?
Did you improve things?	Did you negotiate something?
How did you work with people?	What financial functions have you performed?
Did you make or create something?	Did you operate something?

**Job Skill/Requirement #1 (Correlate with Skill in the Skills/Requirement Box):**

**Situation/Task**

**Actions:**

**Results:**

**Skills Used:** Use Skills Grid after this section to determine other skills used. Then come back here and list the skills identified for this story.

**Job Skill/Requirement #2 (Correlate with skill in the Skills/Requirement Box):**

**Situation/Task:**

**Actions:**

**Results:**

**Skills Used:** Use Skills Grid after this section to determine other skills used. Then come back here and list the skills identified for this story.

**Job Skill/Requirement #3 (Correlate with skill in the Skills/Requirement Box):**

**Situation/Task:**

**Actions:**

**Results:**

**Skills Used:** Use Skills Grid after this section to determine other skills used. Then come back here and list the skills identified for this story.

**Job Skill/Requirement #4 (Correlate with skill in the Skills/Requirement Box):**

**Situation/Task:**

**Actions:**

**Results:**

**Skills Used:** Use Skills Grid after this section to determine other skills used. Then come back here and list the skills identified for this story.

## **Unsuccessful Situation #1**

**Situation/Task:**

**Actions:**

**Results? What did you learn from Experience? What would you do differently next time?**

## **Unsuccessful Situation #2**

**Situation/Task:**

**Actions:**

**Results? What did you learn from Experience? What would you do differently next time?**





Add your top 3 categories to the table below. These may be your strengths. The more stories/accomplishments you create in the future, the better it is to determine your top skills and your lowest skills.

**Top 3 Skills - STRENGTHS** (for future use I have given you the option to list your top 6 skills as you write more accomplishment stories)

1.	4.
2.	5.
3.	6.

List your lowest scored skills that relate to the job and these may be your weaknesses or skills you need to improve upon.

**Lowest 3 Skills – WEAKNESSES** (for future use I have given you the option to list your top 6 skills as you write more accomplishment stories)

1.	4.
2.	5.
3.	6.

**Step 4: Once all your skills have been identified, list them at the bottom of the appropriate story.**

See the way the samples are below.

### Sample Stories

**Accomplishment:** Analysis

**Situation/Task/Problem:**

- A terminated employee at ABC Company did not do her job correctly and there were many errors and problems with insurance billing and payments.
- As a previous employee of this company, I was contacted by the agency’s administrator to help them fix the errors and get them caught up until another person was hired.

**Actions:**

- I reviewed every patient account within the previous 3 months for errors.
- I corrected all errors in the patients’ accounts
- I organized all explanation of benefits by insurance company and then by primary and secondary payment order.
- I created correct claims and properly billed patient insurances.

**Results:**

- Within 4 weeks time, I had all insurance billing current and payments posted correctly to patient accounts.
- I did such a good job that I was hired as their permanent replacement and received a salary increase.

**Skills Used:** Analytical, organization, attention to detail, decision making, efficient

**Accomplishment:** Attention to Detail

**Situation/Task:**

- XYZ Company was in need of a patient billing policy and in need of increasing collection of patient payments within the guidelines of RGW grants and HRSA guidelines.

**Actions:**

- Analyzed and reviewed the grant and the guidelines of patient billing within the grant.
- Developed a documented policy for the biller to use in patient billing.
- Created documents for patients to understand the new billing policy changes.
- Reviewed billing policy changes with patients directly

**Results:**

- First, the document was approved by the administrator and board members without changes, and the billing policy was put in to action.
- Increased patient payments by 25%

**Skills Used:** Initiative, Verbal and written communication, analytical thinking and thinking of future thinking

**Accomplishment:** Initiative

**Situation/Task:**

- As volunteer treasurer of the Evansville Philharmonic Choir, we needed to raise money to travel to Vienna for a choir competition.

**Actions:**

- Organized two community events that raised money to cover travel expenses for choir members. Managed a team of 15 volunteers for each local fundraising event.
- Created all marketing materials for both events.

**Results:**

- Raised over \$50,000 in one weekend which allowed the choir to travel to Vienna.

**Skills Used:** Initiative, Verbal and written communication, analytical thinking, creativity, decision making,

**Unsuccessful Situation:** Attention to Detail

**Situation/Task:**

- The task of posting charges to patient accounts accurately.

**Actions:**

- Posted charges to the wrong patients account because there were 2 patients with the same first and last name. The only difference is their middle name.
- Realized the error.

- Made current supervisor aware of error and corrected one patient's account and re-posted charges to the correct patient's account for payment.

**Results? What did you learn from Experience? What would you do differently next time?**

- Caught mistake before we received payment from the incorrect patient's insurance.
- Got payment from the correct insurance company on the correct patient.
- Learned to pay more attention to account numbers and date of birth than just names.
- To this day, I continually double check the postings and review end-of-day reports closely.

**Skills Used:** Attention to detail, interpersonal, oral communication, honesty/integrity