

STAR Method for Developing Accomplishment Statements

The STAR Method—**Situation-Task-Action-Results**—is a technique that enables you to describe your abilities powerfully in your candidate profile, resume and interviews. The STAR Method assists you in presenting your experience as accomplishments, so that you showcase the skills and qualifications you have developed in your current and past roles.

On the next page is a table you can use to develop your own STAR statements. Here are the directions and example for developing STAR statements:

Column 1 - Think about what you do in your present job and have done in past jobs. Choose one situation or activity and write it in the first column.

Column 2 – What goal were you working toward?

Column 3 - Match that task or activity with one or more of the desired skills/qualifications listed on the job description for the job you want.

Column 4 - Expand on what you did by noting the situation, action, and result.

Situation – Briefly describe the work situation in which you performed this task or activity.

Task – Describe the goal you were working toward.

Action – Describe what you did. Begin your statements with an action verb.

Result – Describe the outcome or impact of your actions.

Column 5 - Now write a statement that describes the situation, task, action, and result.

1 - What I Did	2 – Goal I was working toward?	3 - Related skill(s) in the description of the job you want	4 - Situation- Task- Action-Result	5 - Write a statement using the STAR Method
Talk to members who call and respond to their calls and emails	Problem solve and give excellent customer service to result in a higher customer service score	Written and verbal communication, analytical skills, customer service	S - members expressing their concerns T - engaging with; resolving issues A - analyze and communicate individual situation R - to address their concerns (reason)	Engage with 60+ members a week by phone and email; effectively respond to and resolve billing issues with a 95% Customer Service score.

When writing your final statement keep the following in mind:

- Begin with a strong action verb in the correct verb tense. Use present tense verbs (“develop”) if you are describing an activity you are doing in your current job. Use past tense verbs (“developed”) if you did the activity in a former job.
- Quantify whenever possible to provide a full scope of what you did and the impact you had. (See the first two examples on the next page.)
- If you cannot quantify your results, try to illustrate the impact with a qualitative impact. (See the third example on the next page.)
- You can combine the S-T-A-R elements in different ways when you write your statements. Decide whether the statement has more impact when you start with the situation and action, or when you start with the result. Examples:
 - Deliver professional and knowledgeable service regarding plan and coverage inquiries; handle member complaints receiving a 90% customer service satisfaction score. (*Statement begins with the Situation and Action.*)
 - Earned a 90% customer service satisfaction score for delivering professional and knowledgeable service regarding plan and coverage inquiries and handling member complaints. (*Statement begins with the Result.*)

Now it's your turn! Review the directions on the previous page and the three examples below. You can type in the white boxes in this table to develop your own STAR statements.

Developing Your STAR Statements

1 - What I Did	2 – Goal I was working toward	3 - Related skill(s) in the description of the job you want	4 - Situation-Task-Action-Result	5- Rewrite using the STAR technique
Talk to members who call and respond to their calls and emails	Problem solve and give excellent customer service to result in a higher customer service score	Written and verbal communication, customer service	S – members expressing their concerns T - engaging with; resolving issues A - analyze and communicate individual situation R - to address their concerns (reason)	Engage with 60+ members a week by phone and email; effectively respond to and resolve billing issues with a 90% Customer Service score.
Put on Health Education programs for staff	Organization, planning, and marketing of program for increase in attendance	Facilitation, community building within KP	S - educational and social programs T – Organized, marketed A - planned and facilitated the programs R - increased sense of community	Planned and facilitated a staff health education program each quarter at three KP facilities. Attendance increased by 25% from Q1 to Q4 with an average program satisfaction score of 91%.
Act as patient advocate	Problem-solve effectively to assign another doctor to patient	Demonstrate cultural sensitivity	S -female urgent care patient was uncomfortable being assigned to see male doctor T – Quickly problem-solve; compassionate communication A -took initiative to get her reassigned to female provider R - expressed gratitude for listening to her	Advocated to have a female urgent care patient reassigned when she confided she was distraught about seeing a male doctor due to her cultural background. She expressed relief and gratitude when told she would be able see a female doctor.

Not sure how to start? Need help developing STAR statements? Please connect with your BHMT Career Development Coach! (Log in at <http://mybhmt.org/> to find your Career Development Coach's contact information.)