

## Action Statements with Accomplishment-Oriented Results

This chart demonstrates using action words to create an accomplishment-oriented word picture. Basic duties and responsibilities are described in the first column. The second column changes these passive phrases into active statements. The third column includes accomplishment-oriented results. Adding results lengthens statements. Selectively choose those that best market you for your desired position.

Passive	Active	Active with accomplishment-oriented results
Responsible for publicity.	Interacted successfully with public affairs representatives and local media.	Interacted successfully with public affairs representatives and local media, increasing community awareness of agency by 25%.
Duties included handling customer complaints.	Resolved service and billing problems.	Resolved service and billing problems. Consistently recognized for promptness and professionalism.
Duties included writing an environmental impact report.	Drafted environmental impact report.	Drafted environmental impact report, prompting an investigation into construction project threatening a wetland area.
Responsibilities included adhering to safety policies and ensuring other lifeguards knew policies.	Carried out safety precautions and instructed staff in the proper use of equipment.	Carried out safety precautions and instructed staff in the proper use of equipment, resulting in a 50% reduction of injury accidents over the previous summer.
Worked with delinquent youth in after-school athletic program.	Explained team strategies and instructed youth on how to execute strategies.	Explained team strategies and instructed youth on how to execute strategies. Development of enthusiasm and team commitment was exciting.