ACCOMPLISHMENT-FOCUSED BULLET POINTS

When writing bullet points, professionals often focus solely on the tasks of their previous work and forget to describe their achievements.

Task-focused bullet point (Less Effective):

• Provide education services to clinical nursing staff regarding the clinical specialty.

Thinking beyond the specific tasks performed and describing results, such as money or time saved, processes improved, problems solved, risk mitigated, etc., helps a job seeker to provide concrete evidence of how they have added value.

Accomplishment-focused bullet point (More Effective):

• Increased patient satisfaction 5% by training all clinical nurses on updated procedures and instituting regular procedural reviews.

WRITING ACCOMPLISHMENT-FOCUSED BULLET POINTS

Identify results

Identify the results that you have achieved in your work and volunteer experience. Below are common result categories with examples to help jog your memory.

Saving time:

• shortening a procedure
• optimizing a process
• investing in new technology
• re-training staff
• identifying inefficiencies
• changing a schedule

Saving money:

• using supplies more effectively
• eliminating unneeded reports
• contracting with a new vendor
• reducing underperforming programs
• properly scheduling staff
• recruiting volunteers

Making money:

• increasing sales
• expanding class offerings
• developing new services
• inventing something
• winning a grant
• enrolling new participants
• retaining clients/customers/students
• developing partnerships
• upselling customers
• extending contracts

Reducing risk:

• meeting government requirements
• improving testing
• fixing a problem
• ensuring safety standards met
• decreasing negative behaviors
• increasing positive behaviors
• resolved conflict between team members

**Improving quality:**

• upgrading system or software
• updating a course
• conducting employee training
• implementing new procedures

**Recognition received:**

• winning an award
• being promoted
• earning a certification/degree
• receiving positive feedback

**Connect results to actions**

In addition to describing results, the bullet point should also provide context to how this result was achieved. For each result, take notes on these 4 components of the CARD method:

1. **Challenge** – the situation, problem, or requirement at hand
2. **Action** – the specific actions you took to resolve the challenge
3. **Result** – the benefit created in as specific and measurable terms as possible
4. **Details** – add clarifying details to provide context, consider these questions: *how many, how much, how long, and how often.*

Your notes will become the content of your bullet points.

**Result example:**

You improved patient satisfaction.

**Challenge:**

Patient satisfaction was at an all time low.

**Action:**

You developed a new training procedure for clinical nurses, you delivered to the Director of Nursing for approval, once approved you implemented it with a regular review process.

**Result:**

After 3 months, patient satisfaction scores improved.

**Details:**

Scores improved by 5%.
Writing accomplishment-focused bullet points

There are two standard formulas for presenting accomplishment-focused bullet point.

**Bullet Point Formula #1**

**Result + action + brief description including clarifying details**

- Increased patient satisfaction 5% by training all clinical nurses on updated procedures and instituting regular procedural reviews.

**Bullet Point Formula #2**

**Action + brief description including clarifying details + Result**

- Trained all clinical nurses on updated procedures and instituted regular procedural reviews, increasing patient satisfaction 5%.

**ADDITIONAL ACCOMPLISHMENT-FOCUSED BULLET POINT EXAMPLES**

- Reduced customer paperwork 30% by streamlining registration process for community education classes.

- Prevented 20% year-over-year sales drop by targeting key consumer markets and developing effective strategies.

- Gained 8% market share within first 6 months of launching new product into saturated market space.

- Saved $200,000 annually in labor costs and reduced invoice errors by directing design and development of software program replacing manual preparation of promotional bulletins.

- Ensured compliance with county standards through developing program audits and assessing community needs coordinating with county partners.

- Prepared and presented computer system training for 28 people, saving company $51,000 annually.

- Maintained counseling client base of 50, resulting in positive outcomes and increased referrals.

- Researched and selected new vendor, saving 10% ($1,500) in first year.

- Supported integration of marketing, finance and logistics data to one database, increasing efficiency of data distribution to user community.

- Train teaching assistants and provide individual coaching on teaching techniques, ensuring high quality learning experience for students.