



Action Verbs by Skill Area

(Collected by various sources)

Focus on your accomplishments versus responsibilities. Responsibilities are the duties assigned to you and can probably be developed from reading a job description for your position. Accomplishments are what you personally achieved with that responsibility.

Detail/Follow-Through

Advise	Aid	Brief	Clarify	Communicate
Compose	Conduct	Consult	Counsel	Define
Deliver	Demonstrate	Describe	Design	Develop
Disburse	Encourage	Explain	Express	Facilitate
Guide	Illustrate	Influence	Inform	Instruct
Interpret	Lecture	Listen	Organize	Persuade
Phrase	Plan	Present	Research	Review
Teach	Train			

Customer Service/Human Relations

Adjust	Administer	Assist	Attend	Care
Communicate	Convey	Cure	Direct	Encourage
Explain	Guide	Help	Host	Plan
Promote	Provide			

Innovation

Adapt	Apply	Conceive	Create	Demonstrate
Develop	Forecast	Formulate	Generate	Graph
Imagine	Improve	Invent	Judge	Memorize
Perceive	Recognize	Remember	Update	Visualize

Leadership

Conduct	Decide	Define	Document	Enlist
Explain	Inspire	Judge	Lead	Lecture
Motivate	Negotiate	Plan	Promote	Solve
Speak				

Resume Accomplishments

THE THREE ELEMENTS

Objective

The objective of this exercise is to help you write personal accomplishments that make a memorable impact and that "Match Needs Now."

Background Information for Candidates

Employers are looking for people with your skill sets. Your job, as job seekers, is to make it easy for them to find you and to understand your value.

Accomplishments included on your resume should be presented confidently and assertively. A resume is not the place for humility or confessions. It is your personal promotional document, expected by prospective employers to state your strengths and illustrate your contributions to previous employers. Emphasize accomplishments rather than responsibilities. Responsibilities are the duties assigned to you and can be developed from a job description for your position. Accomplishments are what you personally achieved with that responsibility.

Three-Element Accomplishments

Powerful accomplishment statements include three elements:

1. Active, action verbs.
2. What you personally did.
3. Benefit to the employer of what you did.

Action verbs include words such as "Increased, Led, Developed, Reduced, Created," etc. These verbs make a greater, more memorable impact on the reader than words such as, "Responsible for, Assigned to," etc. Active verbs (e.g., Earned recognition) also leave a stronger impression than passive verbs (e.g., Recognized for).

Personal achievements emphasize what you contributed to achieving the benefit. Be sure not to understate your part.

Generic **benefits to employers** are, for example, increasing revenue, increasing customer satisfaction, increasing efficiency and reducing costs. When appropriate, quantify the benefits.