KEY ACHIEVEMENTS GUIDE

The best way to approach this is to start with the result first and then provide a very short explanation as to how you achieved it.

You need to ensure the reader has enough information to be impressed by what you are saying and leave them with the feeling that they want to meet you to understand more about the point.

It is always best to quantify the achievement if you can (£, %, ratios etc), however it doesn't have to be monetary. It could be the number of new clients you acquired, the size of your team, the scope of the project you managed, or the scale of a change you implemented.

Easiest way to do this is to ask yourself *How much? How many? How often?* Compare results to past performance, last year figures or competitor activity. If you manage a team then note down the size of the team, size of the budget, number of clients/services/partnerships you deal with, how many locations you work across.

Write them as though you are speaking to me about it in simple language. Don't be afraid to make sure I understand the achievement in full. I can articulate them for the CV much better if I understand them well.

Don't forget to save the information somewhere safe once you have done this as it is a great piece of work to dig out the night before an interview to refresh your mind of some quality examples that you may want to expand on verbally.

Some questions you may want to ask yourself:

- **Look at your most recent performance review/appraisal. What were you commended for?**

- **Have you ever been promoted in recognition of your work performance?**

- **Have you ever been the first person to do something within an organisation?**

- **Were you hired to meet a particular challenge for the company?**

- **What are you most proud of?**

- **Have you increased/improved something?** Employee engagement, customer satisfaction, sales, revenue, productivity, efficiency, market share, company reputation, customer retention, employee performance, quality of service/product.

- **Have you reduced something?** Costs, inefficiencies, errors, complaints, lead times, defects, work duplication, liabilities, business risk, time to hire, employee turnover, grievances, employee tribunals.

- **Have you changed something?** Developed products and services, improved processes and procedures, designed and implemented systems, secured funding, negotiated terms, improved communications, provided a solution, fixed a problem.

- **Do you support others?** Coaching, mentoring, onboarding, promoting, upskilling, collaborating, sharing best practice, training delivery, public speaking (attendee numbers), advising and guiding, providing information, promoting diversity and inclusion, employee welfare initiatives.

- **Do you have any other achievements to note?** Employee awards, selected to lead a project, promoted in short period of time, seconded due to your expertise, recognised for something, written any articles, spoken at a conference/event.