



US Public Health Service Nursing

November 2016 Tip of the Month



Writing Tips: How To Effectively Write About Your Own Performance

Impact statements on your COER and/or CV/resume are key to helping your performance appraisal stand out from others. Remember this impact statement equation: *What + How + Why = Impact*.

What exactly is an Impact Statement?

Impact Statements are a way for you to document your work performance and highlight your personal impact on an organization. Effective statements are a way for you to demonstrate your key skills, talents, and capabilities with measurable, concrete examples.

How Do I Develop an Effective Impact Statement?

Developing effective impact statements is easy. All you have to do is follow the “What, How, and Why” formula. As you can see in the image below, developing a strong impact statement is comprised of three parts: *what you did, how you did it, and why*.

Source: [Linkedin](#)

Examples of Impact Statements:

Developed patient check in process, reducing wait time by 50% and increased staff productivity by 30%.

Increased staff training participation by 45% by moving education modules online.

Organized annual volunteer project, led 50 volunteers at the event, working with 300 students in a school based healthy eating promotion program.

As project coordinator, led 13 member team to implement new electronic medical record serving over 15,000 patients.

Guide to Writing Effective Performance Objectives, Self-Accomplishment Reports (COERs, ROS/OS):

- **Address Each Performance Objective for your job/role:**

Writing effective performance objectives starts with understanding what performance objectives are and how they align with and support your organization’s goals, objectives, and priorities. For each accomplishment, connect it to specific performance objectives.

- **Determine the Most Important Aspects of the Job**

Make a list of the most important work activities for the job. Consider work activities.

- **Work Activities —> End Results**

Choose 3-6 of the most important work activities on your list. For each one, write down the *end result* of performing that activity.

- **Use Key Words that Describe Level of Performance**

Use strong past-tense action words such as “streamlined, coordinated, organized...” Describe how you met the performance objective and/or organization goals, objectives, and/or mission priorities. Quantify your accomplishments. Describe the conditions that you had to work through in order to accomplish tasks/objectives. Describe the impact(s). What were the end results and/or work products?

- **Focus/Prioritize Achievements**

Highlight and focus on your most outstanding achievements. Again, focus on the what, how and why.

For more information: [Guide to Writing Effective Performance Objectives, Self-Accomplishments, and Evaluations \(2009\)](#)

For more helpful hints for your COER or ROS/OS for promotion, consider consulting with another senior officer and/or mentor. You may request a mentor below using the link. More tips about CVs & other promotion items will come soon.

TO REQUEST A MENTOR

PHS-NURSE LIST SERV

Points of contact: CDR Jonathan Paulsel and CAPT Casey Hadsall

Mentoring Workgroup, N-PAC Career Development Subcommittee