



# TIPS FOR BUILDING BULLET POINTS

## USING THE WHO METHOD

### What is the WHO Method?

The WHO Method is a framework used to create strong bullet points, also known as "value points". Most employers can look at job titles on your resume and accurately guess WHAT you did. What excites an employers is to know HOW you completed the work and the OUTCOMES or results of that work. To develop a bullet point using the WHO Method, choose a task from your experience then consider:

W = WHAT did you do (tasks/projects)

H = HOW did you do the work (skills, strategies, methods, tools, attitudes)

O = OUTCOMES associated with the work (results, contribution, intention, scope)

WHAT →	HOW →	OUTCOME →	Completed Value Point
List the Task/Project	Insert the words "by" or "using" to help generate how	Insert the word "to" for help generating outcome(s)	Value Point
Task/Project -  Trained new hires	By or Using -  <i>Using leadership</i>  <i>By role modeling</i>  <i>Using collaboration</i>	To -  <i>To ensure company standards were met</i>	Value Point -  • Demonstrated leadership and team commitment by training over 20 new hires; used collaboration and role-modeling to ensure company standards were met
Task/Project -  Tour prospective students	By or Using -  <i>By communicating history and traditions</i>	To -  <i>To promote university to over 200+ students per week</i>	Value Point -  • Promote university by sharing history and traditions throughout tour to over 200 prospective students per week
Task/Project -  Assist with training  Meet weekly	By or Using -  <i>Using collaboration</i>  <i>By offering regular contributions</i>	To -  <i>To train 10 new members</i>  <i>To collaborate</i>  <i>To offer regular contributions</i>	Value Point -  • Collaborate within a team-centered environment by regularly contributing in weekly meetings and assisting with training 10 new members each semester



Note the last example in the matrix. The HOW and OUTCOME are similar. This is common! The point is to discover the value of the experience. In this example, collaboration and regular contributions are identified as the valuable attributes to be shared and leveraged.