**S**  
**Situation**—Describe vividly the environmental condition; ie. department, organization, timeframe

**T**  
**Task or Obstacle**—Describe what was expected or asked of you in terms of responsibilities OR what challenges or obstacles did you have to overcome?

**A**  
**Action**—Detail the specific action steps that you took to handle the tasks or address the obstacle

**R**  
**Result**—What impact did you have on the situation? No matter how big or small, the listener/reader wants to hear the outcome.