

# Circumstances, Action, Result (CAR) Exercise

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## Circumstances

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I was an administrator for a team of four officers who had to go out to visit people in their home at different locations, and assess their rent. They needed five pieces of information to be able to do their job well. The information was held in different places and it always took them valuable time to find what they needed. I decided that I could change the way the information was organised to make their job easier and more efficient.

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## Action

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I talked to every member of the team and asked their views on how they felt it could be improved. I then drew up a plan and discussed it with the team at the weekly meeting. I adjusted the plan based on what they told me. Over three weeks I reorganised all the information in a different way based on the address rather than different criteria such as names/type of dwelling.

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## Result

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The information can now be accessed in half the time it previously took and it is generally easier to find. The team have told me they are really pleased with the time and effort saved.

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## Achievement Bullet

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- Saved 50% of the time required by the team to gather information by rearranging the way the data was organised, resulting in the team being more efficient.
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## Circumstances

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I was a volunteer and worked in a charity shop in the town centre. I had been there a few weeks when I realised that the books in the shop were all just piled onto the shelves behind the check out desk and people couldn't see the titles properly and no one ever bought them.

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## Action

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I asked the manager if I could re-arrange them. She said I could as long as I told her how I wanted to do it so that she could give her opinion and make the final decision on my plan. I had realised that some of the clothes could be moved to another area and the checkout desk repositioned. I drew the plan out so that the manager could see clearly how it would work and she agreed to it.

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## Result

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The shop was rearranged one evening and the books are now accessible and easy to browse through. Sales increased straight away and people have commented on the way the shop now looks.

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## Achievement Bullet

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- Increased sales of books by rearranging the shop layout to make access easier and layout more attractive to buyers.
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**Now you have a go...**

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**Circumstances**

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**Action**

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**Result**

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**Achievement Bullet**

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**Circumstances**

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**Action**

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**Result**

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**Achievement Bullet**

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