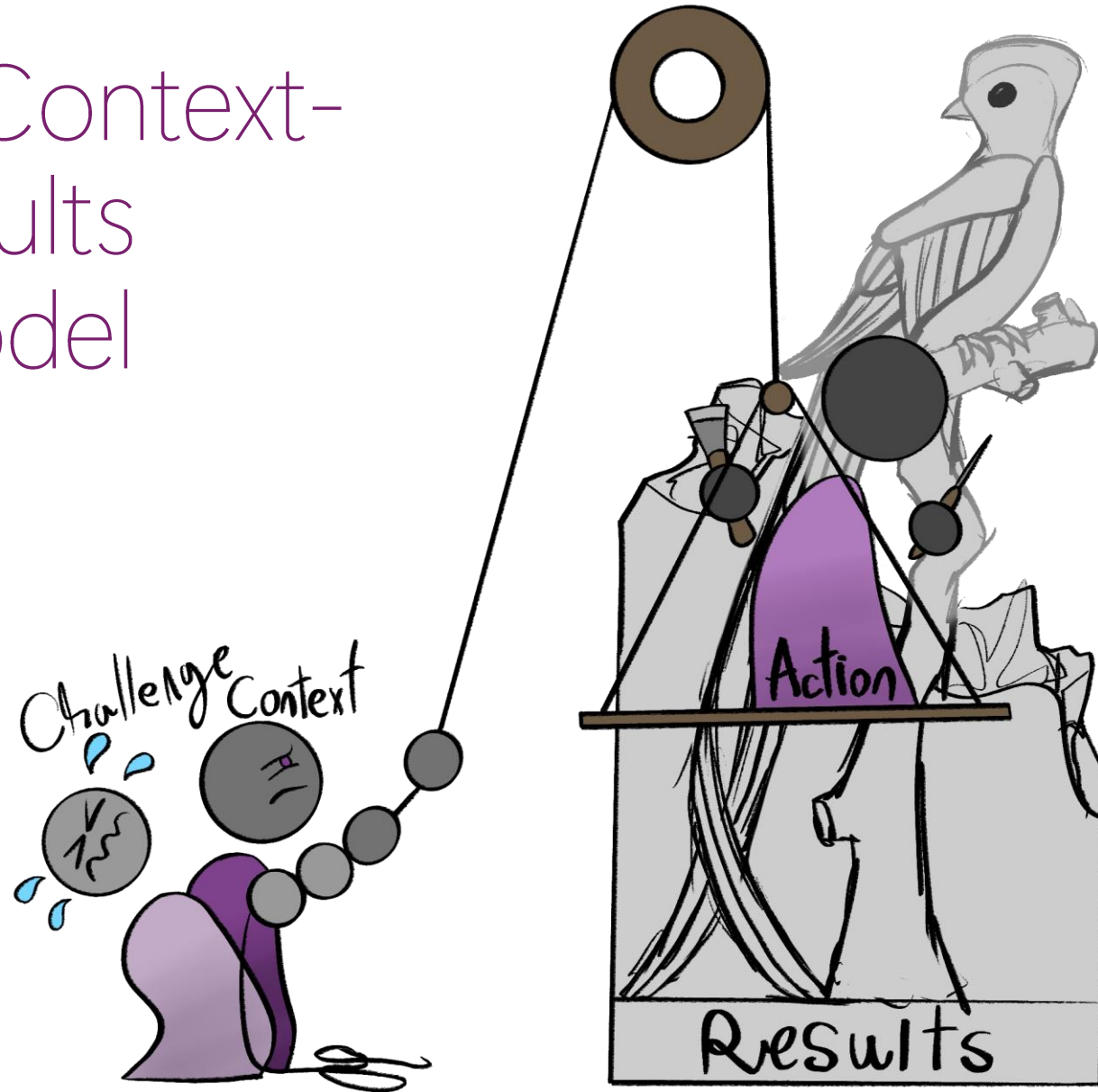


# The Challenge-Context- Action-Results (CCAR) Model

Margot Halstead  
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# CCAR Model

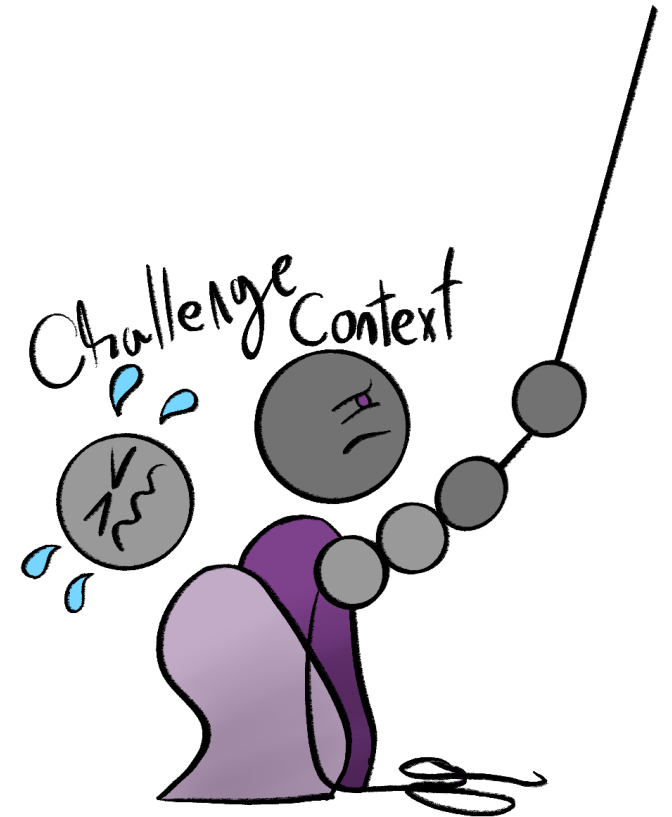
OPM trains QRB members to review ECQs using the CCAR model

- Challenge: Describe a specific problem or goal
- Context: Describe the individuals and groups you worked with and/or environment in which you worked, to address a challenge
- Action: Discuss the specific actions **YOU** took to address the challenge
- Result: Give specific examples of measures/outcomes that had some impact on the organization. This demonstrates the quality and effectiveness of leadership skills.

# CCAR Model

## Challenge:

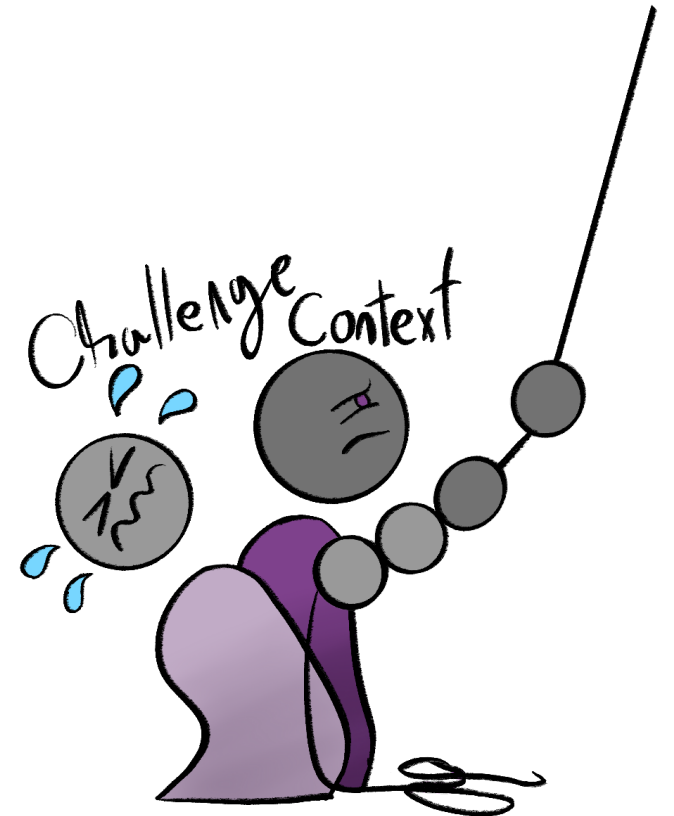
- What was the challenge?
- Was there a shortage of staff?
- Were there very tight deadlines?
- Was it the first time this had been done?
- Did you relate the challenge to the accomplishment?
- What was the specific problem that you faced that needed resolution?



# CCAR Model

## Context:

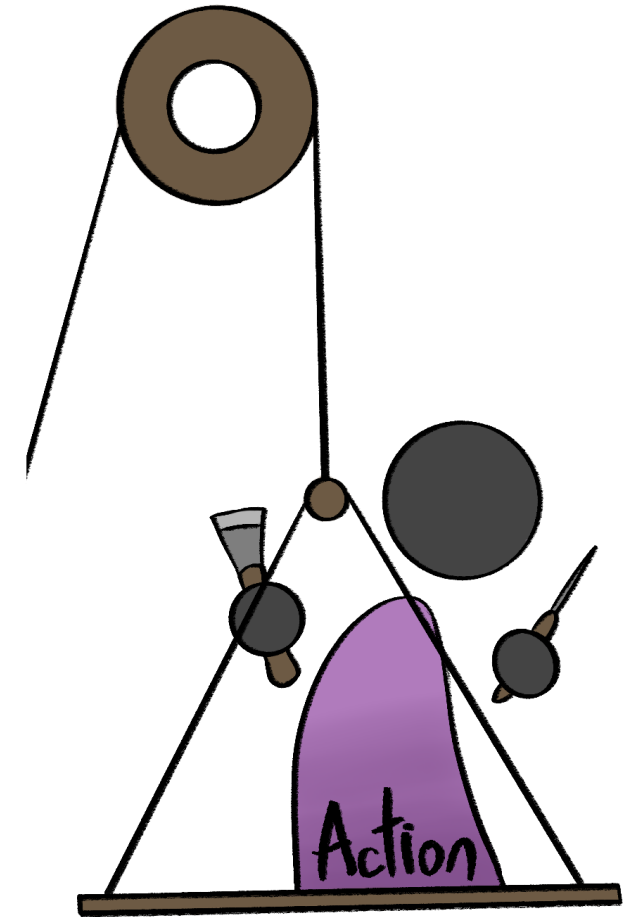
- Describe the individuals and groups you worked with to address a challenge
- Define the factors that made the challenge of executive caliber
- Include dates, job title, company name or project
- Be specific in terms of factors that made the challenge substantial



# CCAR Model

## Action:

- What specific action(s) did you take to address the challenge?
- Did you research something?
- What did you do that made a difference?
- Did you figure out how to do more with less?
- Did you address the ECQ competencies directly?



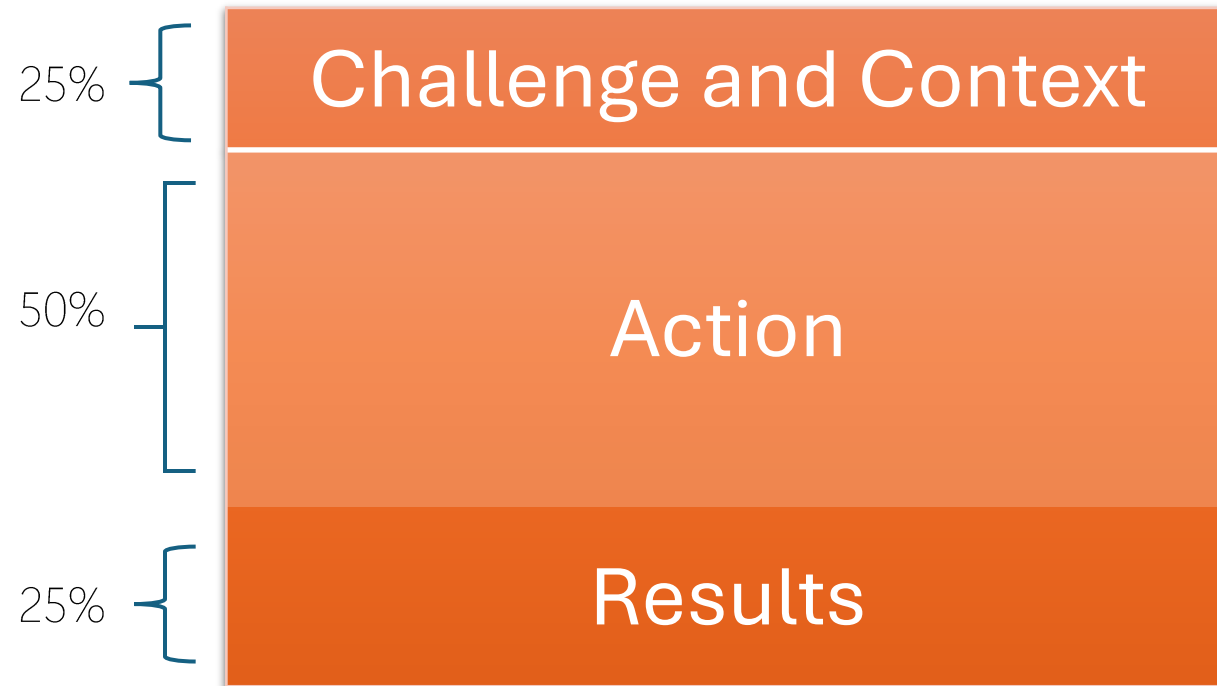
# CCAR Model

## Results:

- What happened?
  - Quantify with numbers if possible
- Did you save money?
- What difference did it make?
- Did you tie the result back to the challenge?
- Did you receive an award or other recognition?
- Did you reduce processing time? By how much?
- Is there a performance evaluation comment which discusses your success?

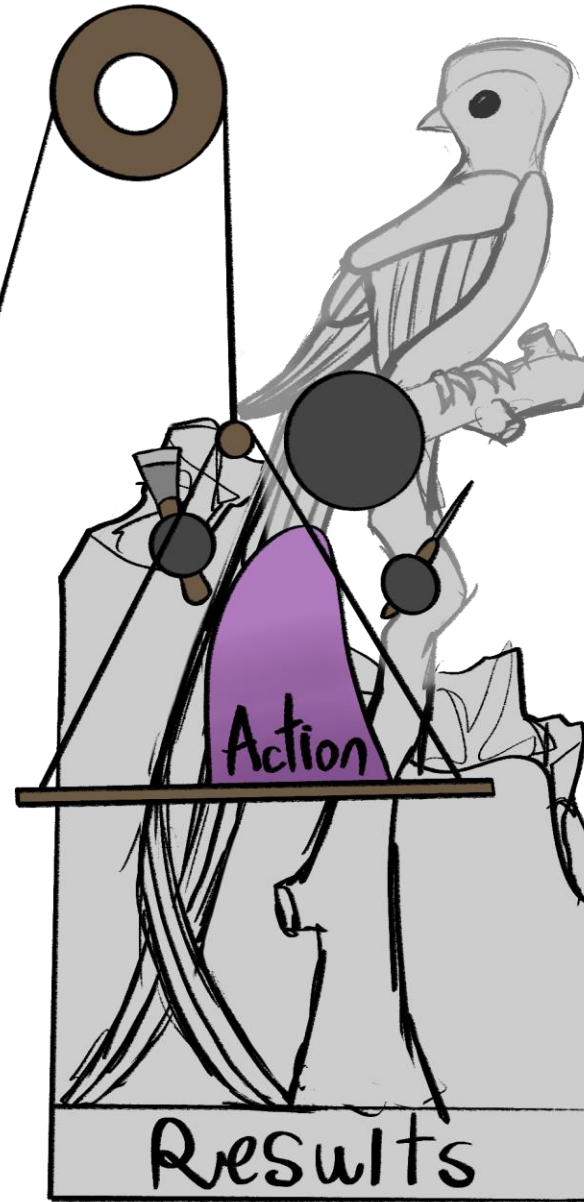
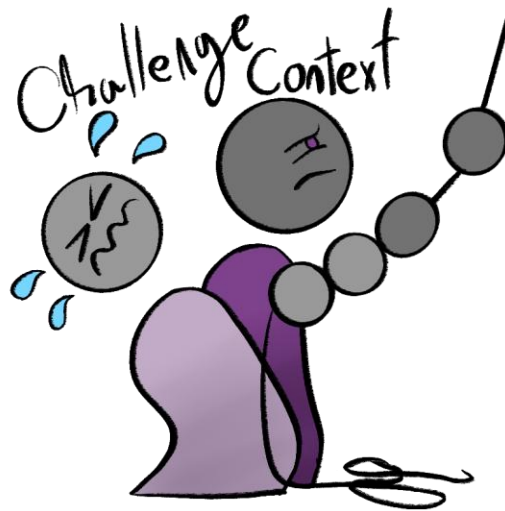


# Time spent on each component During your answer



Time spent on each component  
During your answer

25%



50%



25%

# CCAR Model Script Example

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## Example:

- Challenge/Context (1/4): *As the (title/role) at (org), I faced a significant challenge to...(do what?). Why was the challenge difficult: (resources, conflicts, past performance? Who was impacted? customers/congress, employees? Scope: national, headquarters, international...*
- Action (2/4): *To address this challenge, I led/directed/established.... (address the competencies with specific leadership actions)*
- Result (1/4): *As a result of my leadership, ... (tie back to the challenge directly...metrics, performance, impact, awards...?)*

# Interviewee Template

- On the following page is an interview template
- You can print out a copy for each question you will be receiving
- This will provide you with a format to answer the questions
- Don't get fancy, use the exact wording to help the listener follow your story
- Take a moment to review the question and ensure that you have answered all parts of the question before...
- End with: And that concludes my answer.
  - After that, you can't say anymore about that question and the timer stops

Question:	Total Time Allotted:	
	Start:	Finish:
C: As the (title/role) at (organization), I faced a significant challenge to...		
C: (What they need to know to understand what you are sharing)		
A: To address this challenge, I led/directed/established...		
R: As a result of my leadership...		

