

HOW TO USE THE S.T.A.R. METHOD TO ACE YOUR INTERVIEW

Your interview may start out with a friendly conversation, then quickly change gears with a question such as “tell me about a time when...”. You don’t want to sabotage your chances to get the job, so your mind starts to wander as you try to find the best way to answer. These situational or behavioral questions are not that uncommon in an interview. They are challenging questions, but you can prepare for them.

You may hear

Tell me about a recent problem you faced at work and how you found the best solution.

How would you handle a significant mistake you made at work?

How would you handle a situation when a client or customer isn't being cooperative or is angry about a situation?

Those are tough! However, there is a strategy you can use to come up with impressive answers for these challenging questions. It is called the STAR interview technique. This technique offers an uncomplicated format you can use to answer behavioral interview questions. It uses real-life examples, which include an explanation of how you handled specific type of work situations in the past.

This method consists of 4 key concepts

1

SITUATION

Describe the situation context of the challenge at your existing or a previous job. For example, perhaps you had a conflict with a coworker on how to handle a particular task. Be as specific as possible.

2

TASK

Describe what your responsibility was in that situation. What was the task you had to complete? For example, you had to meet a deadline or complete a project.

3

ACTION

Describe how you handled the situation and completed the task. What action did you take? Be specific.

4

RESULT

Explain the outcome of your action(s). It is always helpful to emphasize what was accomplished or what YOU accomplished.



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EFFECTIVE STORY TELLING

Direct, logical, meaningful and personalized



PREPARE

- **LISTEN** to the question
- **THINK** of an event
- Plan, **ORGANIZE** in 5 to 8 seconds

One-Sentence Summary



SITUATION

- Provide context & **BACKGROUND**
- “Our customers complained...”



TASK

- Describe problem, & **CHALLENGES**
- “We faced supply chain shortage”



ACTION

- Explain **WHAT YOU DID** & how
- “We solved...”
- “I calculated...”



RESULTS

- State **BENEFITS** savings, rewards, recognitions, etc.
- “The impact of...”

**Do not think of new details as you answer.
Say what you had planned & END**

You may not know exactly what the questions will be during an interview, but it's a good idea to think through some potential situations and answers prior to your interview. Thinking through some scenarios and how you handled things will help prepare you to respond during your interview. Using the STAR method is an additional way you can prepare for an interview. Your answers can help set you apart from the other candidates who are interested in the same job. Prepare, practice, and set yourself apart!