



## STAR Interview Method

The **STAR** method is a structured technique in responding to a behavioral-based interview question by describing the specific **S**ituation, **T**ask, **A**ction and **R**esult.

**Situation:** Describe the specific situation that you were in. Be sure to give enough detail and background information for the interviewer to understand what you are describing. (Who, what, where, when, and why) Remember to share the beginning, middle and end of your situation.

**Task:** What goal are you trying to accomplish? What are you working towards?

**Action:** Describe the action(s) you took to address the situation with enough detail to keep the focus on you. This should be a description using I statements. What specific steps did you take? What was your particular contribution?

**Result:** What was the final outcome? What happened? What did you accomplish? What did you learn from your positive actions?

\*\* \*Use the **STAR** method in order to ensure you are giving a complete response.

### Example:

| Situation  | Task  | Action  | Result   |
|--|---|---|--|
| As the customer service representative, I had an angry customer asking to return a box of candy with many broken pieces. | I wanted to help the customer get a full refund on the product. | I explained the return policy in a calm manner. Then, followed the company policy and proceeded with the refund. (Receipt, completed record keeping, cash refund) | I was able to follow the company policies and gave the customer a full cash refund on the product. The customer was satisfied. |

## Common Behavioral-based Interview Questions

1. Talk about a time when you had to work closely with someone whose personality was very different from yours.
2. Give me an example of a time you faced a conflict while working on a team. How did you handle that?
3. We all make mistakes we wish we could take back. Tell me about a time you wish you'd handled a situation differently with a colleague.
4. Tell me about a time you needed to get information from someone who wasn't very responsive. What did you do?
5. Give me an example of a time when you did not meet a client's expectation. What happened, and how did you attempt to rectify the situation?
6. Describe a time when you had to interact with a difficult client. What was the situation, and how did you handle it?
7. When you're working with a large number of customers, it's tricky to deliver excellent service to them all. How do you go about prioritizing your customers' needs?
8. Tell me about a time you were under a lot of pressure. What was going on, and how did you get through it?
9. Describe a time when your team or company was undergoing some change. How did that impact you, and how did you adapt?
10. Give me an example of a time when you had to think on your feet in order to delicately extricate yourself from a difficult or awkward situation.
11. Tell me about a time you failed. How did you deal with this situation?
12. Describe a long-term project that you managed. How did you keep everything moving along in a timely manner?
13. Give me an example of a time when you were able to successfully persuade someone to see things your way at work.
14. Describe a time when you saw some problem and took the initiative to correct it rather than waiting for someone else to do it.