

STAR INTERVIEWING METHOD

It is important that you prepare for the type of interview questions you may be asked. A commonly used type of interview question is the behavioral-based question. Past behaviors generally indicate future behaviors, so how you handled past conflict will show employers how you might react in a similar situation in the future.

We suggest you prepare for behavioral interview questions by using the STAR method. The STAR method is a structured manner of responding to an interview question by discussing the specific situation, task, action, and result of what you are describing in order to validate an answer.

Be prepared to give STAR answers for:

- Teamwork
- Leadership
- Conflict Resolution
- Time Management
- Taking Initiative
- Failure
- Adversity
- Ethical Dilemma

S	SITUATION Describe the situation that you were in. You must describe a specific event or situation, not a generalized description of what you have done in the past. Be sure to give enough detail for the interviewer to understand. This situation can be from a previous job, from a volunteer experience, or any relevant event.	SAMPLE RESPONSE I demonstrated leadership in my senior group project for my capstone marketing class. Each group was charged with creating a marketing plan for a local nonprofit.
T	TASK What goal were you working toward?	My goal as the group leader was to have all components of the project completed two weeks before the actual deadline so our group could have the plan and presentation critiqued by a panel of "experts" and then allow time for suggested changes from the feedback.
A	ACTION Describe the actions you took to address the situation with an appropriate amount of detail and keep the focus on YOU. What specific steps did you take and what was your particular contribution? Be careful that you don't describe what the team or group did when talking about a project, but what you actually did. Use the word "I," not "we" when describing actions.	I organized a goal-setting meeting the first week after the assignment was given. I sent weekly reminder emails to group members about progress and upcoming deadlines. I organized a panel of "experts" consisting of two marketing professionals, the advisor to the student marketing group and an instructor for Marketing, to provide feedback through a mock presentation of our plan.
R	RESULT Describe the outcome of your actions and don't be shy about taking credit for your behavior. What happened? What did you accomplish? What did you learn? Make sure your answer contains multiple positive results.	We met all early deadlines and presented the final project to our panel of experts. Through their feedback, my group was able to make some minor adjustments to our plan and presentation that increased the overall quality and feasibility. As a result, we received an A on the project and were asked to represent the College of Business in a regional competition.

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Use the space provided below to brainstorm workplace situations or professional accomplishments that you can discuss during an interview with an employer using the STAR method:

IDEA:

S:

Situation

T:

Task

A:

Action

R:

Result