

INTERVIEWS: STAR TECHNIQUE

The STAR Technique helps you format effective responses to behavioral questions. This framework provides a structure to arrange your thoughts so that you can give a detailed response that fully addresses the question.

Situation: What was the setting you were in? Give the context, using details.

Task: What needed to be done or accomplished?

Action: What steps did you take? Keep the focus on what you did, even when discussing a group project. Talk about how you contributed to the success of the team.

Result: What happened? What did you accomplish? What did you learn?

Example: Tell me about a time you had to deal with an unexpected challenge?

Situation: While preparing for an event with the club I participate in, one of our guest speakers had to unexpectedly cancel due to an emergency. We found out only a few hours before the event, and there was now a 1-hour gap in our schedule we had to fill.

Task: We didn't have a lot of notice and we had to figure out a way to somehow fill the time slot to keep the event going.

Action: As one of the main event organizers, I decided to take initiative. Instead of the guest speaker, I reached out to our club advisor who is a faculty member in the Business Department to see if she would be willing to facilitate a discussion. I personally spent an hour working with her on her presentation and questions to ask the group.

Result: The professor's presentation lasted about 30 minutes, and for the rest of the time there was great conversation and discussion with the group. After that, everything continued on track, and the feedback from the students that attended was really positive.

Answer the following common interview questions using the STAR Technique

Give a recent example of when you had to make an important decision. How did you go about making your decision?

Situation:

Task:

Action:

Result:

Give a recent example of a conflict you had with a coworker or supervisor. How did you resolve the conflict?

Situation:

Task:

Action:

Result:

Give an example of a time when you worked on a team. What was the team goal and your individual role on the team?

Situation:

Task:

Action:

Result:

Describe a situation in which you had to use your communication skills in order to make an important point.

Situation:

Task:

Action:

Result:

Give an example of a time you made a mistake. What happened and what did you do to resolve the issue?

Situation:

Task:

Action:

Result:

Tell us about a time when you had to deal with an unhappy customer/client. How did you handle the situation?

Situation:

Task:

Action:

Result:

FOR MORE INFORMATION, CONTACT

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