

How the **STAR Method** can help you in your Interview

CONGRATULATIONS ON YOUR UPCOMING INTERVIEW

Most job interviews have a segment for competency or behavioural questions. Hiring managers use these questions to assess an applicant's experience and qualities. These types of questions are designed to prompt a story-like response from the applicants. Successful candidates know and use the **STAR** technique, a proven method of answering tricky situational questions in a systematic way while providing all the essential details.

HOW TO PREPARE FOR A BEHAVIOURAL INTERVIEW

Here are some steps you can take to ready yourself for the interview part of the hiring process and the 'Star' method with an example of how to use it:-

- ★ Recall the latest situations you've been in that demonstrate positive behaviours or decisive actions, especially involving work experience, team effort, leadership, initiative and service delivery.
- ★ Create short descriptions for each situation and be prepared to share the details if asked.
- ★ Make sure the story has a beginning, middle and conclusion. Be prepared to describe the situation, task at hand, the action you took and the result.
- ★ Be forthright in your responses. Avoid embellishing upon or omitting any important parts of the story. It is likely that the interviewer has conducted enough behavioural interviews to know when someone's being honest.
- ★ Ensure that the outcome reflects positively on you even if the result was not favourable.
- ★ Be specific about events and give a detailed account of what happened, avoiding generalising.
- ★ Provide various examples, and don't recount the same situation over multiple questions.

Overleaf you will find information about how the 'Star' method can help prepare you for this.



SITUATION

Think of this section as 'setting the scene', and give the necessary details of your example.

Provide the interviewer with a bit of background about the questions, and give them some context. Try and be specific, and include names and dates wherever appropriate to help add credibility.

Example - At 'Company Name', I was responsible for representing the firm at tradeshows. My second year there, it just so happened that three events we usually attended were scheduled within a month of each other - generally they were spread out over a much long period of time.



TASK

Build on the background you've given and outline the task at hand, describe what your responsibility was in that situation.

Specifically, how did the situation relate to you? And what were the major tasks you needed to undertake to resolve it? Include how important or difficult the situation was to overcome, as well as any constraints you came up against.

Example - It meant a tremendous amount of work was compressed into a really tight window of time. These shows were a huge source of lead generation for the company, so it was essential we attended and presented our products in the best light.



ACTION

Translation - Explain exactly what steps you took to address it?

Outline the steps you took to ensure a successful outcome, with an appropriate amount of detail and keep the focus on YOU.

What steps did YOU take and what was your particular contribution. Use the word 'I' and not 'we' when describing actions.

Example - I hate to say I can't take something on at work, but I took a long hard look at the situation and realised preparing all three up to the standards I'd want was going to be impossible, so I sat down and prioritised the events. One was much less relevant to us, so I scheduled a meeting with my manager and we agreed to focus on only two events. Once that was settled, I could draw up a detailed to-do list with interim deadlines for each item so that I'd have all the materials I needed to really represent the company well.



RESULT

What was the outcome of the situation?

The two events went off without a hitch and I was able to bring several really solid leads back to our sales department. One of them actually resulted in a £100,000 contract so in the end I was pleased I'd made the call to eliminate one event.