



### The STAR interview technique

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The STAR interview technique offers a straightforward format you can use to answer certain questions you might be asked during a job interview —those that ask you to provide a real-life example of how you handled a certain kind of situation at work in the past.

Don't worry—these questions are easy to recognise. They often have tell-tale openings like:

- a) Tell me about a time when...
- b) What do you do when...?
- c) Have you ever...?
- d) Give me an example of...
- e) Describe a...

Thinking of a fitting example for your response is just the beginning. Then you also need to share the details in an interesting and easy-to-understand way - without endless rambling. This is exactly what the STAR interview method enables you to do.

#### How does it work?

STAR is an acronym that stands for:

- Situation:** Set the scene and give the necessary details of your example.
- Task:** Describe what your responsibility was in that situation.
- Action:** Explain exactly what steps you took to address it.
- Result:** Share what outcomes your actions achieved.

By using these four components, it's much easier to share a focused answer, providing the interviewer with a good insight into what you did to achieve results.

### An example of STAR in action

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#### **“Can you give me an example of when you have worked well as part of a team”**

*I work part time in a local convenience store to fit around my studies. I just about to finish my shift when the manager approached me and my colleague to say that a delivery had just turned up, a day earlier than expected. Due to being short staffed he couldn't possibly do the stock check and work in the store at the same time and closing the store in order to take the stock was not really an option.*

*I volunteered to stay later than my shift to assist with the stock check, as did my colleague, and went about arranging for the stock to be unloaded from the van. Working together we managed to get the stock checked and put away in the stock room within an hour. Our manager was really grateful, especially as it meant the shop did not have to close, lose any money nor inconvenience our valued customers.*



**Select and circle one of the interview questions below and then answer it using the STAR technique grid provided.**

Can you describe a stressful situation and how you handled it?

Can you detail a mistake you made and how you reacted to it?

Tell me about a time when you performed well under enormous pressure

Describe a time when you went above and beyond.

Give me an example of a goal you met.

<b>Situation</b> Set the scene	
<b>Task</b> Describe what you had to do - what was your responsibility in that situation?	
<b>Action</b> What did you do to address it?	
<b>Result</b> What was the outcome?	

**When using the STAR technique always use the first person singular, that is, "I did...." rather than "we did..." as this keeps the focus on you and your contribution.**