

## Behavioral Interviewing: STAR Responses

Employers use behavioral interviews to evaluate a candidate's experiences and behaviors so they can determine the applicant's potential for success. Behavioral questions will center around skills, qualities, and abilities important for success on the job.

For example, if teamwork is important to a job, they might ask "Tell me about a time you worked on a team and you encountered conflict. How did you handle it?"

A good strategy for behavioral questions is to utilize the **STAR** technique: State the **Situation**, the **Task** assigned, **Action** taken, and the end **Result**.

**Situation/Task:** Explain the setting in detail and set the tone for the experience.

*"I was working in a team of five in my Services Marketing class. We were analyzing survey data to determine the effectiveness of customer service for a local retailer. One of our team members continually failed to show up for group meetings or turn in assignments."*

**Action:** Describe actions taken to resolve the problem/conflict. This should be your key focus area.

*"After talking with other group members, I approached the team member to find out more about their lack of participation. After finding out that they had a family illness they were dealing with, we worked out a plan for them to contribute to the project, but on a smaller scale."*

**Results:** Give conclusion or resolution to the situation/experience. Sometimes is the lesson learned.

*"Our team bonded after understanding the team member's situation. The team member, after our discussion, contributed significantly to the assignment. We received an A on the project!"*

1. Review the job description and relate your experiences and skills to the position.
2. Select situations and experiences in which you have demonstrated the behaviors important to the current job.
  - a. Prepare 5-6 STAR stories, for example a successful projects, a conflict resolved, a time you showed initiative, an instance you solved a problem, etc.
3. Be detailed and specific in discussing how you contributed to the success of the project, situation, or event described.



### STAR Statements Builder

State the **Situation**, the **Task** assigned, **Action** taken, and the end

**Result.**

**S/T**

**A**

**R**

**S/T**

**A**

**R**