

Purepost Knowledge Center

Personal Development Series

Module 3

Using the STAR Method to Respond to Behavioral Interview Questions

Webinar Handouts

The STAR Stands For

S = **Situation**

T = **Task**

A = **Action**

R = **Result**

The Basic Framework

Situation

Provide a description of the situation where demonstrate your capability.

To clearly set the context, state the role, the organizational department where you were working and provide a brief description of the situation where you demonstrated the capability.

Task

Provide a description of the task that you were required to undertake.

Provide a brief description of the task that you were required to undertake to address the situation.

Action

Describe the actions that you took
To resolve the situation.

Describing the actions that you took to resolve the situation is the most important part of your answer. It is very important that you pick a work example where your actions aligned with the key behaviors being assessed.

Result

Finish with a great achievement statement that shows effectiveness.

A strong workplace place example should finish with a great achievement statement. An achievement statement provides the evidence that your actions were effective and should include the outcome.

Behavioral Interview Questions

Behavioral-based interviewing also known as competency-based interviewing was developed in the 1970s by industrial psychologists.

It is interviewing technique where candidates are asked to describe past performance and behavior to determine whether they are suitable for a position.

Behavioral Interview Questions

Behavioral interview questions are questions about specific situations in your past work experience and how you handled them or behaved.

There are the **essence of the STAR** method of interviewing.

Example Behavioral Interview Answer

Question: Tell me about a time when you solved a difficult problem.

Answer:

Situation - As a new team shift leader with my previous company, our plant began receiving complaints that our product was showing quality defects and our customers were highly upset. I discovered that three of my team members were taking short cuts on the manufacturing line to speed up production at the expense of our manufacturing quality, service, time and cost standards. These team members were also violating our plant's core values of Integrity and Support for Others.

Task - As the team leader, I knew that it was my duty to take immediate action to get my team's performance back in line with our plant's manufacturing standards and core values.

Action - First, I quickly eliminated the product quality problem by correcting the actions of the team members that were causing the problem. This action was foremost in order to regain customer trust and satisfaction. Second, I took the information to my plant manager and worked with her to develop a fair and just consequence for those team members involved.

Result - As a result of my actions, product quality was restored, and customers were happy again. Although I lost a few friends, I gained the respect of my team, the plant manager. I also received a letter of commendation from the manufacturing director.

Example Behavioral Interview Answer

Question: Tell me about a time when you overcame a conflict at work.

Answer:

Situation - At my last job, my colleague and I had a disagreement over how to handle a sensitive situation with our client. We made a mistake on their campaign that resulted in poor overall performance.

Task - While my colleague wanted to move forward without explaining the mistake, I thought it would be best to let the client know what happened.

Action - After going back and forth, I asked him if we could set some time aside to weigh the costs and benefits of each option. In the end, we needed to see each other's motivations and fears to get a better understanding of the other. We decided to let the client know what had happened and agreed to provide them with another campaign at no cost.

Result - While it did result in a short-term loss for the company, the client appreciated our honesty and booked an annual campaign exceeding their spend with us in the past. My colleague and I were also recognized for our teamwork and ended up counseling other client teams on conflict resolution.

Example Behavioral Interview Answer

Question: Tell me about a time where you had to collaborate with others at different levels of the organization.

Answer:

Situation - At my previous job, our manager put together a team to solve a specific issue that started happening with one of our new products.

Task - We had about half a day to figure out how to fix the problem and how to market it to our customers.

Action - I volunteered to lead the group. Even though I was not at the most senior position in the group, everyone was willing to listen to my ideas.

Result - We were able to figure out from the customers describing the issue and other test results that there was a miscalculation in the programming. We worked together to fix the issue and present it to the public. The updated product is still on the market with a five-star review".

Recruiter/Hiring Manager Interview Template

Candidate Name:	Job Title:			
Question	Situation	Task	Action	Result
Describe a moment when you had to make a sudden shift or change under an approaching deadline.				
Tell me about a time when you collaborated with a difficult co-worker on a task project.				
Give an example of an innovative idea you created and implemented.				
Describe the steps you took to solve a difficult problem and the result of the solution.				

Behavioral Interview Tips and Techniques

- **Study the job description.**
- **Review major projects you've worked on.**
- **Revisit previous job performance reviews.**
- **Make a list of your professional accomplishments.**
- **Use the STAR method to structure your response.**
- **Be open and honest in your answer.**
- **Practice your interview responses aloud.**
- **Keep your answers under two minutes**

Examples of Behavioral interview questions

- Give me an example of a difficult problem you solved. How did you solve this problem?
- Tell me about a mistake that you've made. How did you handle it?
- Can you tell me about a challenging situation you overcame at work?
- Tell me about a time you learned a new skill. How did you approach it and how to did you
- apply your new learning
- Tell me about a time when you overcame a conflict at work.
- Explain a situation in which you would have handled things differently.
- Tell me about a time you handled a stressful situation when you were under a lot of
- pressure.
- Can you tell me about a time you set and achieved a certain goal?
- Tell me about a time where you had to collaborate with others at different levels of the organization.
- Tell me about a time where you had to collaborate with others at different levels of the organization.

Key Take Away

- **Remember** - Memorizing the STAR acronym makes it much easier to answer a list of behavioral interview questions, but you must still make sure to remember it in the proper order to give the perfect answer.
- **Practice** - Spend time getting the STAR formula right by giving yourself some practice STAR questions and answers before the interview.
- **Prepare** - Prepare for your interview and avoid getting blindsided by studying the examples of interview questions and answers highlighted in this presentation, as well as the list of common behavioral interview questions that will be emailed to you, if you attended this Webinar.

Do these, and you'll know exactly how to ace STAR interviews.