

BUSINESS VITAMINS

STAR MODEL FOR INTERVIEW

Introduction

Do you struggle to give concise answers to interview questions? Are you unsure how to share your accomplishments during an interview without sounding boastful? What's the best way to let the interviewer know that you're the right candidate for the job? The STAR interview response method can help. Using this method of answering interview questions allows you to provide concrete examples or proof that you possess the experience and skills for the job at hand. You'll be able to share examples of how you successfully handled situations at work.

Definition

The STAR method is a structured manner of responding to a behavioral-based interview question by discussing the specific situation, task, action, and result of the situation you are describing. (Note - the terms are not used in the response).

When to Use it

1. To answer behavioral questions in an interview
2. To give employees feedback on their work

Details

Situation: Describe the situation that you were in or the task that you needed to accomplish. You must describe a specific event or situation, not a generalized description of what you have done in the past. Be sure to give enough detail for the interviewer to understand. This situation can be from a previous job, from a volunteer experience, or any relevant event.

Task: What goal were you working toward?

Action: Describe the actions you took to address the situation with an appropriate amount of detail and keep the focus on YOU. What specific steps did you take and what was your contribution? Be careful that you don't describe what the team or group did when talking about a project, but what you did. Use the word "I," not "we" when describing actions.

Result: Describe the outcome of your actions and don't be shy about taking credit for your behavior. What happened? How did the event end? What did you accomplish? What did you learn? Make sure your answer contains multiple positive results.

Example:

Examples of behavioral interview questions include the following:

- Tell me about an occasion when you had to complete a task under a tight deadline.
- Have you ever gone above and beyond the call of duty?
- What do you do when a team member refuses to complete his or her quota of the work?

Here are 2 examples in detail:

Example 1:

Situation (S): Advertising revenue was falling off for my college newspaper, The Review, and large numbers of long-term advertisers were not renewing contracts.

Task (T): My goal was to generate new ideas, materials and incentives that would result in at least a 15% increase in advertisers from the year before.

Action (A): I designed a new promotional packet to go with the rate sheet and compared the benefits of The Review circulation with other ad media in the area. I also set-up a special training session for the account executives with a School of Business Administration professor who discussed competitive selling strategies.

Result (R): We signed contracts with 15 former advertisers for daily ads and five for special supplements. We increased our new advertisers by 20 percent over the same period last year.

Example 2:

Tell me about a time you had to complete a task within a tight deadline. Describe the situation and explain how you handled it. While I typically like to plan out my work in stages and complete it piece by piece, I can also achieve high-quality work results under tight deadlines. Once, at a former company, an employee left days before the imminent deadline of one of his projects. I was asked to assume responsibility for it, with only a few days to learn about and complete the project. I created a task force and delegated work, and we all completed the assignment with a day to spare. In fact, I believe I thrive when working under tight deadlines.

