# THE STAR METHOD FOR ANSWERING BEHAVIORAL QUESTIONS

*An effective method of story-telling that is direct, logical, meaningful, and personalized.*

## PREPARE

- Listen to the question
- Think of an event
- Plan and organize in 5 – 8 seconds

## SITUATION

- Provide context and background

- "Our customers complained…"

## TASK

- Describe problem and challenges

- "We faced supply chain shortages…"

## ACTION

- Explain what you did and how

- "We solved…"
- "I calculated…"

## RESULTS

- State benefits, recognitions, savings, reward

- "The impact of…"

- **FIRST, YOU'LL WANT TO PROVIDE AN EXAMPLE OF A SITUATION YOU WERE INVOLVED IN THAT HAD A POSITIVE OUTCOME.**

- **NEXT, DESCRIBE THE DIFFERENT TASKS INVOLVED IN THAT SITUATION, PREFERABLY TASKS THAT DEMONSTRATE A SKILL.**

- **NOW EXPLAIN THE ACTIONS TAKEN REGARDING THE TASKS INVOLVED.**

- **LASTLY, DESCRIBE THE POSITIVE RESULTS THAT CAME FROM YOUR ACTIONS.**

# STAR Method Tips

- Write short statements of what tasks you did and the results achieved.  Be very specific.
- Use the fewest number of words, but make your points stand out.
- When possible, use numbers, amounts, or percentages to prove the activity, benefits, or results.
- How significant and/or believable is your accomplishment from an objective point of view?
- Select 10 to 15 of the most common behavioral questions and prepare your answers.  As you develop answers using the STAR method, keep them available to review and use them to prepare for an upcoming job interview.

## Activity

Either pick a behavioral question from page #3 or come up with your own. Using the **STAR Method**, answer the question:

**Question:**
_____

**S – Situation**

**T – Task**

**A – Action**

**R – Result**

# COMMON BEHAVIORAL INTERVIEW QUESTIONS

### GOALS AND PROBLEM SOLVING

- Give an example of an occasion when you used logic to solve a problem.
- Give an example of a goal you reached and tell me how you achieved it.
- Give an example of a goal you didn't meet and how you handled it.
- Describe a stressful situation at work and how you handled it.
- Tell me about how you worked effectively under pressure.
- How do you handle a challenge?
- Have you been in a situation where you didn't have enough work to do?
- Have you ever made a mistake? How did you handle it?
- Describe a decision you made that was unpopular and how you handled implementing it.

### DECISION MAKING

- Did you ever make a risky decision? Why? How did you handle it?
- Did you ever postpone making a decision? Why?
- Have you ever dealt with company policy you weren't in agreement with? How?
- Have you gone above and beyond the call of duty? If so, how?
- When you worked on multiple projects how did you prioritize them?
- How did you handle meeting a tight deadline?
- Give an example of how you set goals and achieve them.
- Did you ever not meet your goals? Why?
- What do you do when your schedule is interrupted? Give an example of how you handle it.

### WORKING WITH OTHERS

- Have you had to convince a team to work on a project they weren't thrilled about? How did you do it?
- Give an example of how you've worked on a team.
- Have you handled a difficult situation with a co-worker? How?
- What do you do if you disagree with a co-worker?
- Share an example of how you were able to motivate employees or co-workers.
- Do you listen? Give an example of when you did or when you didn't listen.
- Have you handled a difficult situation with a supervisor? How?
- Have you handled a difficult situation with another department? How?
- Have you handled a difficult situation with a client or vendor? How?
- What do you do if you disagree with your boss?