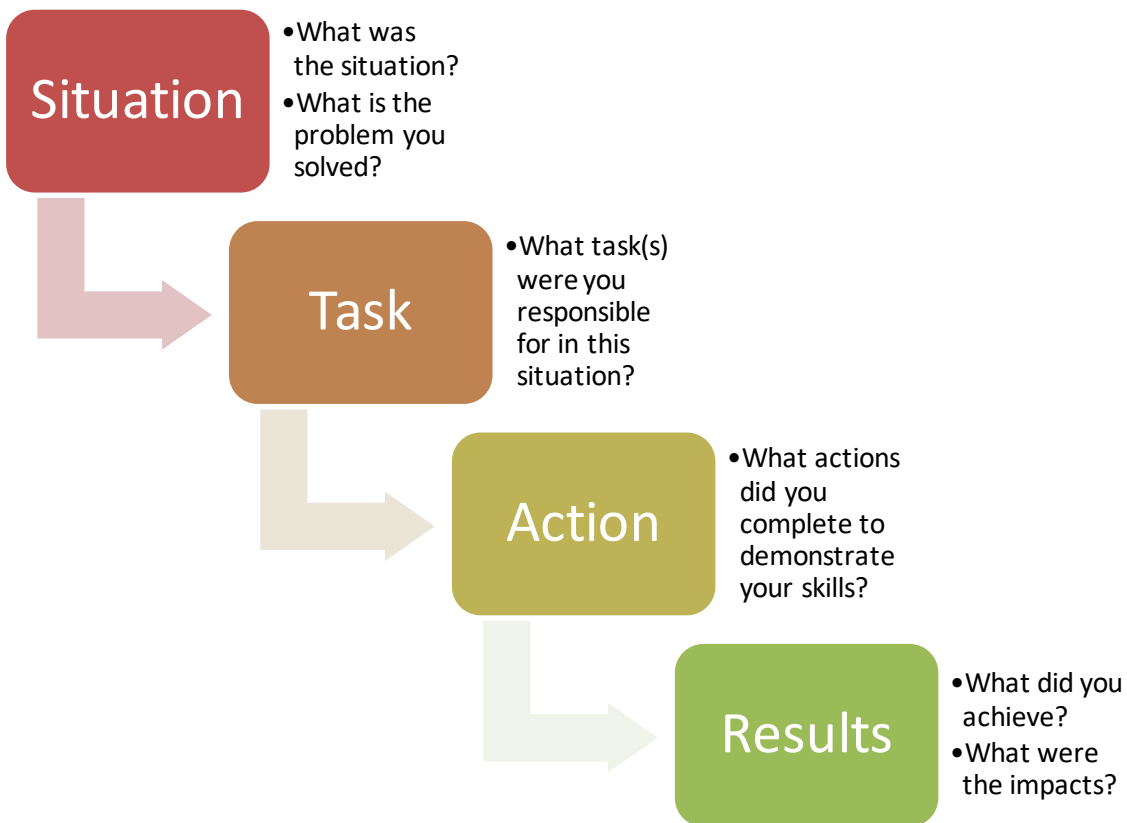


BEHAVIORAL INTERVIEWING – The S.T.A.R. Method



Results Examples:

- Reduced Expenses
- Increased Revenue
- Resources saved
- Processing Efficiencies

- The purpose of the STAR framework is to help guide your job interview stories as you tell them. Every good story is engaging, interesting, and has a strong ending.
- You are the hero of your story! Remember to stay relevant, and talk about how your skills helped lead to positive results!

BEHAVIORAL INTERVIEWING – The S.T.A.R. Method

Behavioral interviewing assumes that your past experiences are good indicators of your future abilities. You'll be asked to tell stories about your past so that the employer can assess your skills and behavior. The behavioral interview is the most common type of interview so regardless of your industry of interest, you will likely encounter behavioral interview questions. These questions are also known as situational interviews and the questions require you to provide a specific, detailed example of a past experience and demonstrate how you handled the situation.

By having a good understanding the nature of the job and the organization, you can more accurately select examples from your life that have meaning to the employer. The best way to prepare for behavioral questions is to PRACTICE! You want to *learn* your stories, not just memorize them, so practice makes perfect. Remember though – this is storytelling, so you want your answers to sound natural, not like you've rehearsed them before.

The S.T.A.R. Method

The key is being able to talk about your experiences in such a way that employers can identify your skills and approach to problems. Behavioral questions often begin with "*Tell me about a time when you had to...*" One way to help organize your answers and experiences is to use the S.T.A.R Method, which helps you focus on the most relevant aspects of your experience in a structured way.

Situation: Like any good story, the beginning should set the overall scene. How did this story come to be?

Task: This is your opportunity to describe the end goal. What are you trying to accomplish?

Action: Use this as the climax of the story, and describe how you competed the goal. Be detailed and give examples that are related to the job you're interviewing for.

Result: A strong ending includes a description of the accomplishments and metrics to back them up. You may also include lessons you learned, and how you're preparing for the future.

S.T.A.R. Example

Question: *Tell me about a time that you worked in a team to complete a goal.*

Answer: **(S)** At the beginning of the spring semester, in my Business Communications class, I was given an assignment to work with others in the class on a company research project, and our teams were randomly assigned by the professor. **(T)** Although the assignment was due at the very end of the semester, it became clear to me that I needed to quickly connect with my new team members to make sure we could work together well, and that our schedules were in sync. I didn't want us to encounter any last minute problems, so starting early was a priority for me. **(A)** I set up a team meeting by the following week, and led a conversation between the 4 of us in an effort to set up a working schedule, and also delegated out parts of the project. Midway through the semester, each team member turned in their part of the assignment, and I organized the information into a formatted paper and PowerPoint presentation. **(R)** Due to our ability to communicate well as a team, we completed the project 2 weeks ahead of schedule, which gave us additional time to rehearse and make corrections. We ended up with an A on the final presentation. In the future, I learned that it's important to start long projects as soon as possible to avoid problems down the road, and that setting up a solid communication plan among new team members is essential to a successful group project.