Be a S.T.A.R. Interviewer:

Introduction

During an interview, you should be prepared to share examples from your academic, internship and work experience. It is especially important to make sure to incorporate examples when addressing a behavioral interview questions, as many employers believe that the most accurate predictor of future performance is past performance in a similar situation.

When providing examples and addressing behavioral interview questions, it is important to provide the interviewer(s) with S.T.A.R. responses. S.T.A.R. responses are comprised of:

- **S- Situation**
  - Describe the situation; provide the interviewer with context that sets the stage for the example
- **T- Task**
  - Help the interviewer understand the task at hand, so they have a sense of what you were trying to accomplish/achieve
- **A- Action**
  - Describe the action(s) you took within the situation
- **R- Results**
  - Describe the outcome of the situation and the result(s) of your action(s)
  - If the results were not positive or a lesson was learned, discuss what you learned and how you would do things differently in the future

Practice Developing S.T.A.R. Responses

- *Communication*
  - Describe a time when you had to assist an angry customer in person or over the phone.
    - Situation-

    - Task-

    - Action(s)-

    - Result(s)-

- *Conflict Management*
  - Tell us about a time when you experienced a conflict with a coworker or teammate. What strategies did you use to resolve the situation?
    - Situation-

    - Task-

    - Action(s)-

    - Result(s)-

- *Decision Making*
  - Tell us about a time when you made a bad decision. What did you learn from the situation?
    - Situation-
    - Task-
    - Action(s)-
    - Result(s)-

- *Diversity*
  - Describe a time when you noticed someone was not respecting diversity. How did you respond?
    - Situation-
    - Task-
    - Action(s)-
    - Result(s)-

- *Ethics and Integrity*
  - Tell us about a time when you witnessed a friend or colleague do something wrong. How did you respond?
    - Situation-
    - Task-
    - Action(s)-
    - Result(s)-

- *Leadership*
  - What strategies have you used to get individuals to work well together to achieve a common goal?
    - Situation-
    - Task-
    - Action(s)-
    - Result(s)-

- *Team Work*
  - When working within a team, what role do you typically take on? Please provide an example.
    - Situation-
    - Task-
    - Action(s)-
    - Result(s)-