

CAREER CENTER

Using the STAR Technique in Interviews

Employers often ask behavioral questions ("Tell me about a time..."), which are meant to show how you react to certain situations.

To answer these questions clearly and effectively, utilize the STAR method.

For example, an employer might ask:

"Tell me about a time when you had trouble working with a co-worker, manager or group member."

S	Situation	First, set the scene. Tell the interviewer the logistics of the story: who, what, when...	"In my finance class, I was assigned a 3-week long group project with four other students."
T	Task	Second, talk about the objective, issue, or obstacle you had to overcome.	"One student was reluctant to contribute to the essay because he wasn't confident in his writing skills."
A	Action	Third, talk about what you did in regards to solving the situation	"I worked with the student & the group to reassign tasks which better met his skills and he was able to contribute."
R	Result	Wrap up with the results of your actions.	"After this, the group worked together efficiently & every aspect of the project was completed successfully via the entire team effort."

Before the interview, plan what examples you would use to show:

- Leadership
- Time Management
- Conflict Management
- Team Work
- Communications