



Recruitment Success
Academy

STAR Interview *Guide*



STAR Interview

In an interview, it's vital to showcase your experiences through specific examples from your academic, internship, and work background. Employers often find behavioral interview questions particularly insightful, as they believe past performance is a reliable indicator of future success in similar scenarios.

STAR INTERVIEW TECHNIQUE





STAR

S – Situation: Start by painting a clear picture of the scenario you're discussing. Provide context to help the interviewer understand the circumstances.

T – Task: Clarify the objectives or goals you were aiming to achieve in that situation. This helps the interviewer grasp the context of your actions.

A – Action: Detail the specific steps you took to address the situation. Focus on your personal contributions and decision-making process.

R – Results: Conclude by discussing the outcomes of your actions. Highlight achievements, lessons learned, or any positive changes resulting from your intervention. If the outcome was less than ideal, reflect on what you gained from the experience and how you'd approach it differently in the future.



Let's practice developing STAR responses for various scenarios:

Communication:

- Situation: Describe a time when you had to assist an angry customer in person or over the phone.
- Task:
- Action(s):
- Result(s):

Conflict Management:

- Situation: Tell us about a time when you experienced a conflict with a coworker or teammate. What strategies did you use to resolve the situation?
- Task:
- Action(s):
- Result(s):



More practice:

Ethics and Integrity:

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

Leadership:

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



Decision Making:

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

Diversity:

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