

STAR Technique A Guide to Answering Behavior-Based Interview Questions

- Allows one to give a complete yet succinct answer.
- Gives mental “road map” to follow when answering questions and keeps one from rambling.

For questions like: “Tell me about a time when you had to manage a project on a tight timeline” or “Tell me about a time when you had to handle a conflict with a team member” or “Tell me about an initiative you led that positively impacted your business or department.”

S – Situation Set up the story. What was going on at that time at your company, on your business, or on your team that led to the project or issue you are about to explain?

T – Task Explain your role. What were you asked to do, what did you recommend be done, or what approach did you decide to take?

A – Action Tell what you did. Did you put together a team, analyze data, meet with key person/people to resolve conflicts/form alliance, identify root cause of team problem, develop the strategy for dealing with the media, make recommendations to the C-suite, etc?

R – Results End with what you accomplished. Did you complete the project on time and within budget, resolve issue and gain buy-in of team member which led to successful resolution, turn around public opinion, gain positive press, help increase share value, etc?