The STAR Method for Interviews

The STAR interview response method is a great way to answer behavioural or situational interview questions. By using specific examples from the past and explaining how you acted in those situations, you can demonstrate your proven abilities to a potential employer.

The STAR Method includes **four** prompts:

Situation: Present a relevant challenge or situation.

Task: Describe the task and explain what you were trying to achieve.

Action: Talk about what action you took to complete the task. You will spend most of your time on this section.

Result: Explain the impact or outcome of your actions.

Answering Interview Questions Using the STAR Method

Example: Describe a situation when you had to work with a difficult customer.

Situation: "When I worked at the garden nursery, one customer was upset that we did not have her favorite tulips in stock."

Task: "As the customer service representative, it was my responsibility to think of a solution to her problem. A major part of my job was to make sure the customers left the store happy."

Action: "After checking our inventory, I saw that she was incorrect, so I kindly explained that we moved the tulip display. I guided her to the display. She said that we didn't have enough for her garden, so I contacted our seller to speed deliver more of the bulbs."

Result: "Since I took the time to work with this customer, she went from upset to happy during our interaction. Later that evening, I noticed that she left us a 5-star online review and mentioned my name."

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