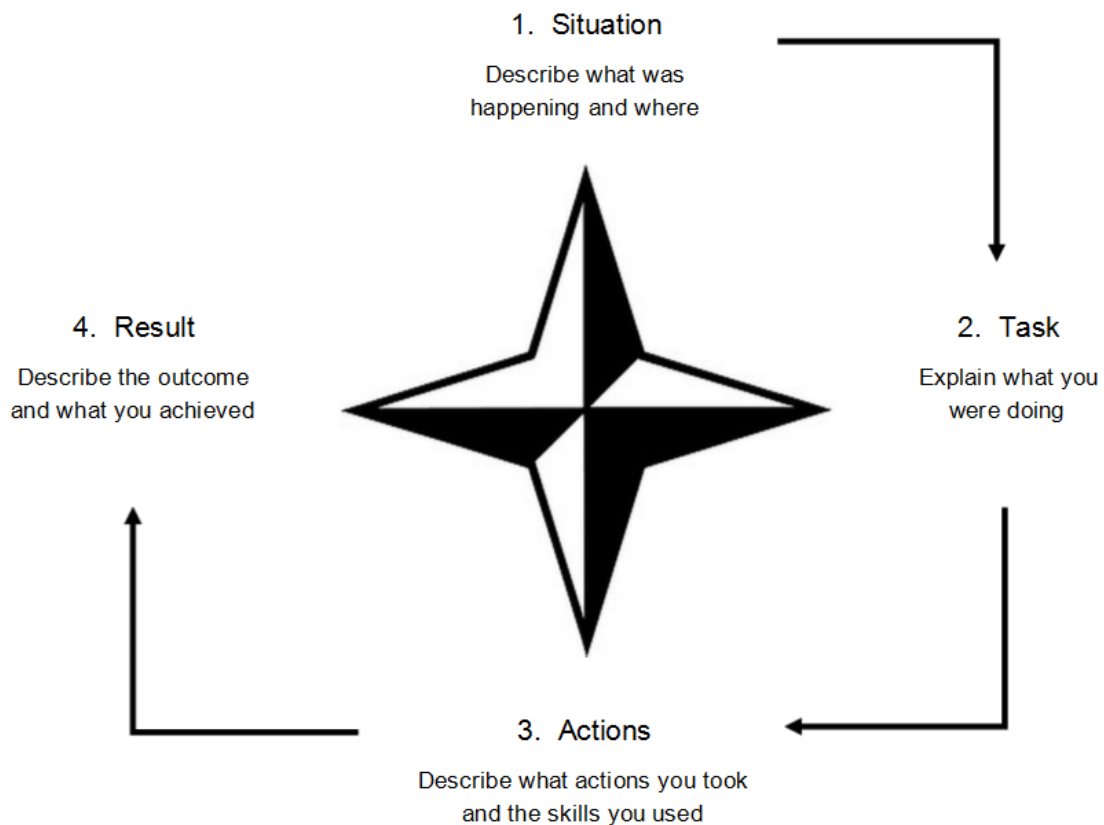


The STAR Technique

The STAR technique helps you to give great answers to interview questions. It helps you to structure your examples so that you cover everything the interviewer needs to know.

The diagram below explains the four stages to be followed when using the STAR technique:



Example:

Tell me about a time that you provided excellent customer service?

Situation: I work part-time in a local bookshop as a customer service representative.

Task: One day I was approached by a customer who wanted to buy a specific book for her niece's birthday. Unfortunately we didn't have it in stock and she needed it the following day.

Action: I called all other local store branches to check if they had the book in stock. As the book was not available anywhere else, I discussed the customer's needs in detail and suggested alternative books that her niece might like

Result: The customer bought one of the books that I suggested, she also told my manager that she was delighted with the service that she received.

Interview practice

Working in teams of three you will practice using the STAR technique.

Imagine that you are in an interview setting. You will each take it in turns to take on the role of **interviewer, candidate and observer**.

The candidate has up to **5 minutes** to answer a question asked by the interviewer, using the STAR technique, before receiving feedback on their performance from the observer. You should then swap roles and repeat the activity until each of you had an opportunity to take on each of the roles.

Below is a detailed explanation of each of the roles:

The Interviewer

Your role: Welcome the candidate, shake their hand and ask them to take a seat. Ask the candidate one question from the following list:

Tell me about a time when you...

1. Worked well in a team?
2. Came up with a new idea?
3. Had to deal with a situation that didn't go to plan?
4. Had to deal with a difficult person and how you over came this? (e.g. customer, college lecturer, parent, etc)?
5. Were under pressure to meet a deadline?

The Candidate

Your role: Greet the interviewer, shake their hand and try to make a good first impression. Answer the interviewer's question, in 5 minutes or less, making sure that your answer is structured using the STAR technique.

Make sure that you cover the following:

- **Situation** – describe what was happening and where
- **Task** – explain what you were doing
- **Actions** – describe the actions you took and the skills that you used
- **Results** – describe the outcome and what you achieved

Try to be as clear as possible when providing your answer.

The Observer

Your role: Make notes about how the candidate performs and give them feedback on how they did once they have answered the question. Remember to let them know what they did well and suggest ways in which they could improve their answer.

You should make notes on the following:

- Do they make a good first impression, i.e. did they smile, make eye contact, stand tall, shake hands, sound confident, etc?
- Does their answer cover the situation, task, action and result?
- Do they explain how they used their skills?
- Do they describe what they achieved?