



handle
recruitment

The **STAR RESPONSE**

Impress your interviewer
with this simple method

What is the STAR response?

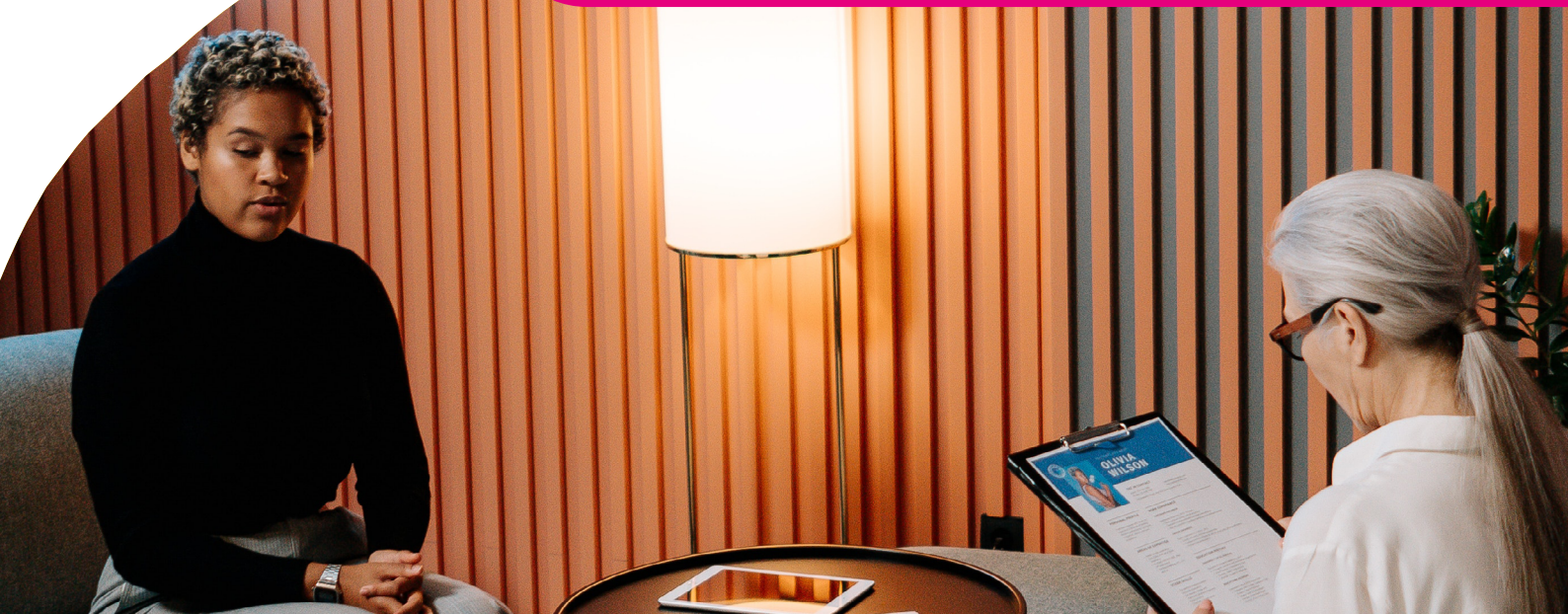
In short, the STAR response is a way to answer questions in an effective manner. Using this method, you can demonstrate to an interviewer how you used your skills and knowledge to overcome a challenge.



HOW IT WORKS

- **Situation:** give an example of a situation you were involved in that resulted in a positive outcome
- **Task:** describe the tasks involved in that situation
- **Action:** talk about the various actions involved in the situation's task
- **Results:** what results directly followed because of your actions

Before the interview process, identify two or three of your top selling points and determine how you will convey these points (with demonstrated STAR stories) during the interview.



TELL THE STORY

Frame your answer as a story that you can tell.

Typically, the interviewer will pick apart the story to try to get at the specific behaviour(s) they seek.

They refer to this as “digging a well.”

The interviewer will sometimes ask you open-ended questions to allow you to choose which examples you wish to use. When a part of your story relates to a skill or experience the interviewer wishes to explore further, he/she will then ask you very specific follow-up questions regarding your behaviour.

These can include “What were you thinking at that point?” or “Tell me more about your meeting with that person.” or “Lead me through your decision process.”





INCLUDE THE RESULTS

Whenever you can, quantify your results.

Numbers illustrate your level of authority and responsibility. For example: *“I was a shift supervisor.”* could be: *“As Shift Supervisor, I trained and evaluated 4 employees.”*

Be prepared to provide examples of when results didn’t turn out as you planned. What did you do then? What did you learn?

Demonstration of the desired behaviours may be proven in many ways. Use examples from past internships, classes, activities, team involvements, community service and work experience.

HANNAH JOHNSTONE
managing consultant





EXAMPLE OF A STAR ANSWER

Situation: During my internship last summer, I was responsible for managing various events.

Task: I noticed that attendance at these events had dropped by 30% over the past 3 years and wanted to do something to improve these numbers.

Action: I designed a new promotional packet to go out to the local community businesses. I also included a rating sheet to collect feedback on our events and organised internal round table discussions to raise awareness of the issue with our employees.

Result: We utilised some of the wonderful ideas we received from the community, made our internal systems more efficient and visible and raised attendance by 18% the first year.



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