

eDay LESSON 2-SENIORS
Behavior-Based Interviewing and the STAR Method

Name _____

Class _____

OVERVIEW:

This lesson focuses on utilizing the STAR method to prepare four responses to common behavior-based interview questions that might be used in the interview process.

DIRECTIONS:

STEP ONE

Behavior-based interview questions are very popular and the logic behind these questions is that, by using past behavior as a guide, an employer can predict how a potential employee will behave for them given those circumstances again. Since behavior-based questions are incredibly popular, many companies even utilize them in the application process with on-line tests offering behavior-based scenarios. While these might seem like difficult questions, there is no need to worry! As with all interview questions, you can prepare sample responses to these ahead of time so you are ready to wow on your next interview.

Employers are really interested in specific examples when they ask these questions and it is your job to provide them with a quality story that both answers the question and highlights your skills. A useful way to answer behavior-based questions is to use the STAR method explained below:

Star	Situation	Describe a specific situation that relates to the question.
sTar	Task	Describe your task. What goals did you have?
stAr	Action	Describe the action that you took.
staR	Result	Describe the positive result or outcome of the situation.

Here is an example of a terrific behavior-based response to the following question.

Question: Tell me about a time when you made a lasting, positive impression on a customer.

Answer: While working at Target, customer service was always something I had to focus on as part of the job. (That's the situation part of Star). One afternoon, a lady came in with her family and she had several heavy things stacked in her cart and two pretty energetic kids. I did not think she was going to have an easy time getting to her car with all of her things plus watching those kids, so I wanted to make things a little easier on her. (That is the task part of sTar). I went over and helped her to unload her cart for check out so she could keep an eye on her kids and then I helped her out to her car, loaded up her trunk, and took her cart back. (That is the action part of stAr). She was so grateful and, even though it was such a little thing to do, she couldn't stop thanking me. I know she will come back to Target to shop and I felt that I did a really good thing for her that day. I think I made a good impression on her. (That is the result part of staR).

Please note that it is not just a one or two sentence answer. Since communication skills are so important in the workplace, much of the skill in behavior-based interviewing requires being an effective communicator.

STEP TWO

Please choose four of the following behavior-based questions and write a response to them based on the STAR method. Remember to take your response through all phases of the STAR process. Also, please note that many students forget to include the result portion of the STAR method and that is the best part. Please write both the question and your response to the question and remember that many of these stories can work as an answer for SEVERAL questions.

Leadership Questions

Tell me about a time when you accomplished something significant that wouldn't have happened if you had not been there to make it happen.

Tell me about a time when you were able to step into a situation, take charge, obtain support and achieve good results.

Initiative and Follow-Through Questions

Give me an example of a situation where you had to overcome major obstacles to achieve your objectives.

Tell me about a goal that you set that took a long time to achieve or that you are still working towards.

Thinking and Problem Solving Questions

Tell me about a time when you anticipated potential problems and developed preventative measures.

Tell me about a time when you had to analyze facts quickly, define key issues, and respond immediately or develop a plan that produced good results.

Communication Questions

Describe for me a situation where you persuaded team members to do things your way. What was the effect?

Tell me about a time when you had to present a proposal to a person in authority and were able to do this successfully.

Working With Others Questions

Tell me about a difficult situation with a co-worker and how you handled it.

Give me an example that would show that you've been able to develop and maintain productive relations with others, though there were differing points of view.

Work Quality Questions

Tell me about a time when you did something at work or school that was very well received.

What do you attribute that to?

Tell me about a time when you did something at work or school that was poorly received.

What would you attribute that to?

Creativity and Innovation Questions

Tell me about a situation in which you were able to find a new and better way of doing something significant.

Tell me about a time when you were creative in solving a problem.

Setting Priority Questions

Tell me about a time when you had to balance competing priorities and did so successfully.

Tell me about a time when you prioritized the elements of a complicated project.

Decision Making Questions

Tell me about a time when you were forced to make an unpopular decision.

Describe for me a time when you had to adapt to a difficult situation. What did you do?

Adaptability Questions

Tell me about a time when you worked effectively under pressure.

Describe for me what you do to handle stressful situations.

Tell me about a time when you had to change work mid-stream because of changing priorities.

Delegation Questions

Tell me about a time when you delegated a project effectively.

Tell me about a time when you did a poor job of delegating.

Customer Service Questions

Tell me about a time when you had to deal with an irate customer and how did you handle it?

Tell me about a time when you made a lasting, positive impression on a customer.