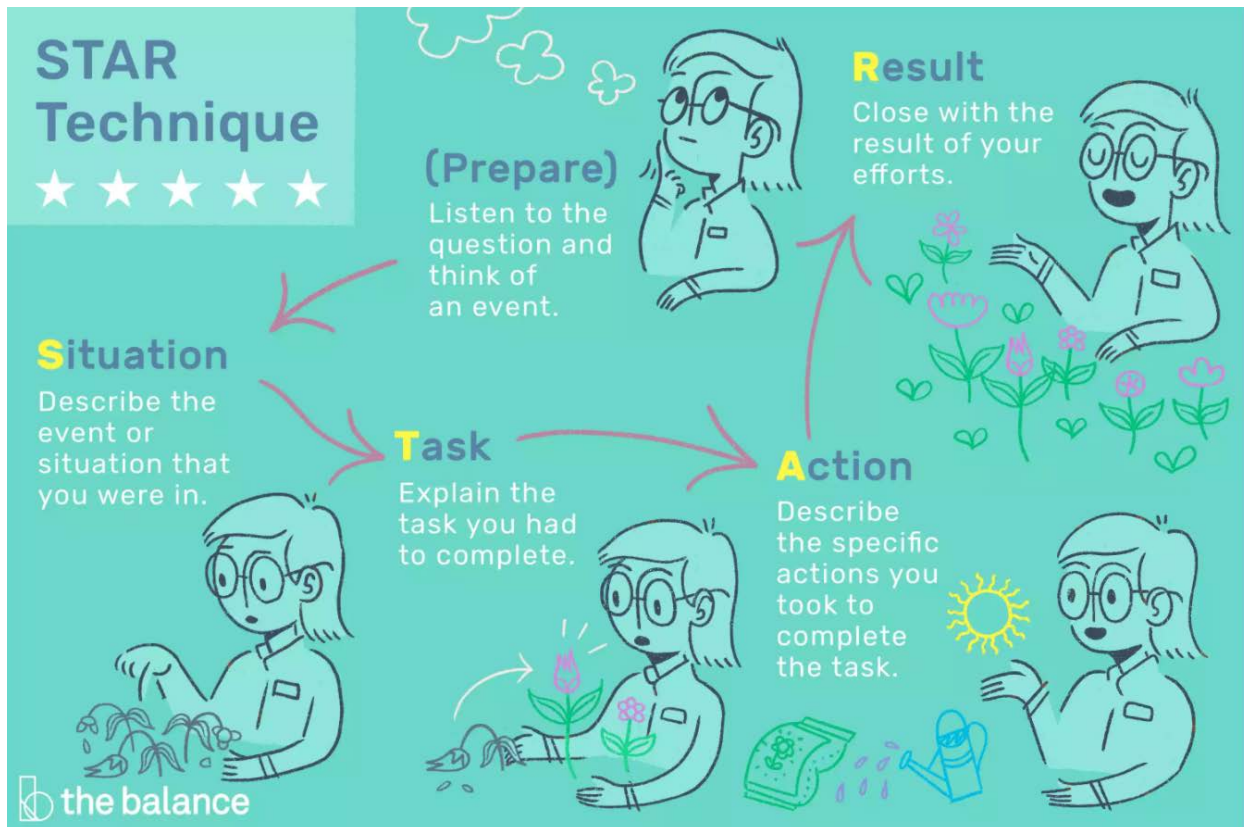


## STAR Model to Answer Interview Questions

Before your interview, prepare by thinking of what questions you may be asked and look at the job description to see what skills or experiences are required for the job. Think of examples of how you demonstrated those skills or experiences and try to answer them in the **STAR** format. You can also apply this technique to preparing for general interview questions.



- **Situation:** An event, project, or challenge faced: describe the relevant background information your interviewer needs to understand the context. You should spend the *least* amount of time on this part of the STAR method.
- **Task:** Your responsibilities and assignments for the situation: again, can be brief, but give a sentence or two to describe your role in the situation.
- **Action:** Steps or procedure taken to relieve or rectify situation: this is where the most detail should come in. Discuss impactful steps that you took to accomplish the goal.
- **Result:** Results of actions taken: Quantify the results and briefly describe anything you learned from the experience, if applicable.

## **Example STAR Method Question and Answer:**

### **Interview Question:**

Tell me about a time when you performed well under enormous pressure.

#### **Step 1. What was the situation?**

During my time as the knowledge translation specialist at my previous company, we were in the midst of launching our new website.

#### **Step 2. What was the task?**

It was my responsibility to make sure that we transferred over every piece of content from the old website to the new one. We had to do this within a 30-day period to make sure we met the deadline for the launch.

#### **Step 3. What action was taken to solve the problem?**

At first, I was very overwhelmed as there were over 300 pages that I needed to transfer. I started by getting an inventory list put together. I then created an account on an organization website where I could go through and tick off each section and its subsequent pages one by one.

#### **Step 4. What was the result?**

I was able to meet the deadline on time without missing any pages.

**Tip: Make sure you say “I” when using the STAR method to answer questions. This is something *you* did.**

### **Examples of behavioural questions where you can apply the STAR method:**

- Share an example of a time when you faced a difficult problem at work. How did you solve this problem?
- Have you ever had to make an unpopular decision? How did you handle it?
- Describe a time when you were under a lot of pressure at work. How did you react?
- Tell me about a mistake you've made. How did you handle it?
- Share an example of a time you had to make a difficult decision. What did you do?
- Explain a situation where you used data or logic to make a recommendation.
- Tell me about a time when you disagreed with your boss. How did you resolve it?
- Describe a time when you had to deliver bad news. How did you do it?
- Tell me about a time you worked with other departments to complete a project.
- Share an example of a time when you failed. What did you learn from the experience?
- Tell me about a time when you set and achieved a specific goal.
- Tell me about a time when you had to persuade someone to do something.
- Describe a time when you had a conflict with a colleague. How did you handle it?
- Have you ever had to motivate others? How did you do it?
- Tell me about the last time your workday ended before you were able to get everything done.

**Office of Practicum and Professional Development**

**Last Updated: November 9, 2020**