

## STAR METHOD – Behavioral Interviewing

Behavioral interviewing is a new style of interviewing that more and more organizations are using in their hiring process. It focuses on experience, knowledge, behaviors, skills and abilities. This type of interviewing is used primarily because past performance is a great predictor for future performance. Employers determine which skills they desire for specific jobs and then tailor their questions around these to identify if the person has these desired skills. These questions need to be answered specific and detailed. Many subject matter experts recommend that these responses should be no longer than two minutes.

**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.

To begin this exercise it will be helpful to identify your goal job. Once you have thought of this ideal job choose 3-5 skills and/or abilities that an employer will be looking for when they hire someone for this position. Develop STAR scenarios for each of these skills and/or abilities remember to be specific, quantify when you can, not vague.

Now that you have got the hang of developing STARs continue capturing more of them. You can identify additional skills to base them on as well as get a list of behavioral questions to develop STAR responses for.

You also want to have STAR stories ready for your top 2-3 selling points.

### Example of a STAR

**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 organized internal round table discussions to raise awareness of the issue with our employees.

**Result:** We utilized 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.

STAR Method

Skill / Ability / Behavioral Question: \_\_\_\_\_

Situation:

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Task:

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Action:

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Results:

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STAR Method

Skill / Ability / Behavioral Question: \_\_\_\_\_

Situation:

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Task:

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Action:

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Results:

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