

BUILD YOUR CONVERSATION

HOW TO BUILD UP YOUR INTERVIEW SKILLS

I. STAR ACTIVITY

What is STAR? STAR stands for:

(S)ituation: What is the scenario/event?, **(T)ask:** What did you need to accomplish?, **(A)ction:** How did you accomplish it? **(R)esults:** What happened?

STAR is a great way to answer interview questions fully while providing key details about your skills.

EXAMPLE (SCHOOL)

Tell me about a time you took on a project.

(S)ituation:

I was assigned a group communication project for my public speaking class.

(T)ask:

The assignment was to work with 4 other students to design a marketing pitch for a well known product.

(A)ction you took:

I stepped up as the group leader—scheduling planning meetings and working with the team to create tasks that we needed to accomplish before the presentation. I also established deadlines to ensure that we completed the project on time.

(R)esults Achieved:

We gave our marketing presentation on Nike shoes and the class voted our presentation as the Best in Class. Also my team members thanked me for keeping them on track and being a strong leader.

EXAMPLE (WORK)

Can you give me an example of how you dealt with a difficult situation?

(S)ituation:

While working at Target as a team member,

(T)ask:

I had a customer who was extremely frustrated because they couldn't find the product they were looking for.

(A)ction you took:

I could see the customer was upset. I approached him, introduced myself and asked if I could help him. He voiced his frustration about the store being too busy and that it was difficult to find items. I listened to him and told him that I would be happy to help him locate the product he was looking for. I walked him directly to the product and gave him some insight to the product features. I also asked him if he needed help finding any other items.

(R)esults achieved:

He left the store with a smile on his face and he became a regular customer. Over the time I worked at Target, we would greet each other by name and he let my manager know that I was the most helpful person in the store.

CREATE YOUR OWN

Use the following space to write your own STAR story.

INTERVIEW QUESTION

Tell us about a time when you faced a difficult situation at work. How did you handle it?

(S)ITUATION

(T)ASK

(A)CTION

(R)ESULT

PRACTICE ANSWERING TOUGH QUESTIONS

The questions below are designed to help you think deeply about yourself, single out your personal and professional experiences and describe your skills. Keep your answers to these on paper or note cards and review them before each job interview.

What recent professional accomplishments and achievements are you most proud of any why?

What educational achievements have you accomplished?

How do you plan to apply the skills and experiences you have gained to your future?

Why are you interested in this company and how does everything you shared contribute to your interest?
