

S.T.A.R. Behavior

Behavior-Based Questions are quickly becoming the most important factor in interviewing. Rather than candidate being able to present their skills without background, candidates are being asked to share a specific instance where they used a skillset. These questions can be posed both as how you have handled a situation or how you would handle a situation in the future. With either wording, remember the STAR method when answering.

STAR Responses

S ituation	Give context to the situation helping an employer see the big picture first.
T ask or Project	Within the larger context, where were you involved?
A ction	What actions did you take or what skills did you use to complete your task?
R esult	What happened next? Did your actions lead to the desired result/conclusion? Not all great answers need a great conclusion. You can share experiences you have had that changed the way you approached a problem or taught you something valuable.

Examples

QUESTION 1: Tell me about a time you had to deal with conflict in the work place.

While at Kohl's, my shifts would include working at the customer service counter to process online orders, returns, and answer any questions our visitors had. One afternoon, a gentleman came in upset with a speaker he had purchased, saying that it was broken when he opened it. I was able to walk him through the return process to ensure policy was followed. I made sure to ask him if he understood some of the steps to ease any possible misunderstandings. At the end of the interaction, he was relieved that we were able to refund his purchase.

QUESTION 2: How would you handle a project if the manager did not provide a lot of detail?

While I was an intern at Sentry Insurance, my manager asked me to analyze a set of claims. This led to some confusion as I was currently working with a few different data sets. In this case, I was able to limit my options to two sets of data and then confirmed with my manager, which set he wanted me to work with. I feel there were two important steps. First, I want to show my initiative and problem-solving by presenting a more defined problem. Second, I knew I needed more input, so I would not waste time moving in the wrong direction.