STAR Technique

The STAR technique is a really useful tool for answering competency based questions.

S SITUATION	**T** TASK	**A** ACTION	**R** RESULTS
Describe the situation and where it was	Explain what task you needed to do	Describe what action YOU took	What happened? What did you learn?
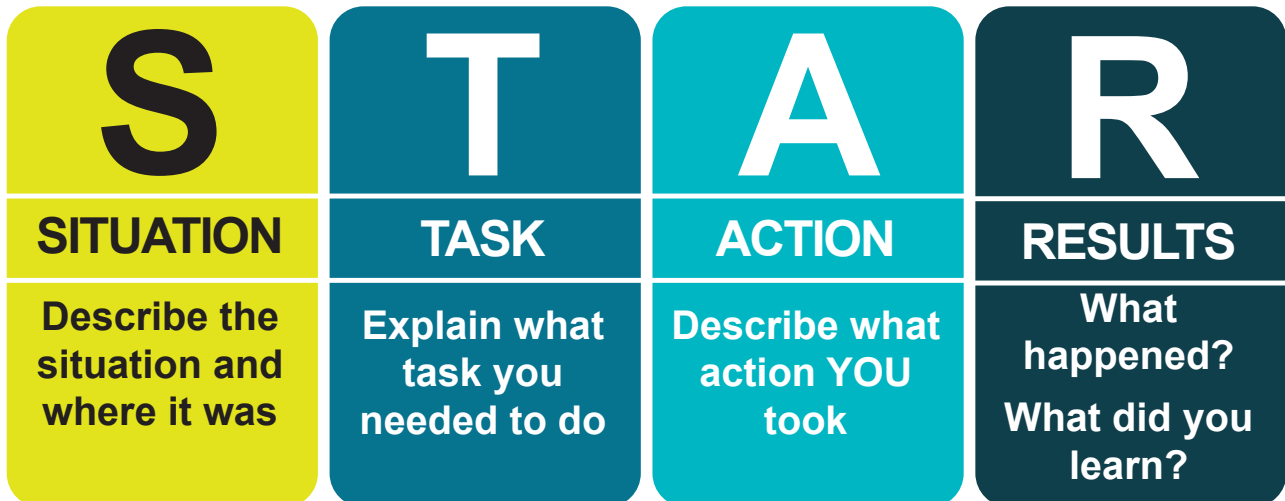
EXAMPLE

Tell me about a time when you made a mistake?

S (Situation) – I worked at Smiths fruit shop for my Saturday job and had been asked by my Manager to price up some new stock.

T (Task) - This involved me taking the fruit out of the cartons, displaying it on the shelves and ensuring the correct label was displayed for each product. I had been rushing because I was due to go home in 15 minutes and wanted to get the task finished.

I realised I had made a mistake when a customer pointed out that he thought the bananas were very expensive.

A (Action) – On checking I realised I had mixed up the labels. I explained to my manager what I had done and stayed behind an extra 20 minutes to make sure they were labelled correctly.

R (Results) – The result was that no customer was over or under charged and the shop did not lose any money. I learned that rushing is not always the best way to do things because it took more time to put it right than it would have if I had completed the task correctly the first time.

What to do if you don't know how to answer

Sometimes it can be difficult to think when you are in an interview because of nerves. If you are not sure how to answer don't waffle. Ask the interviewer to ask the question again or ask can you come back to that question when you have had more time to think about it.

If all else fails be honest and tell the interviewer that you cannot think of an answer at this time.