

INTERVIEW TECHNIQUES



What is it?

Interviewing is a skill that can be developed. During employment interviews, employers are assessing your job fit (i.e., knowledge, skills, abilities) and your interpersonal effectiveness as demonstrated by your communication skills. By utilizing a framework to address interview questions, your responses may be more easily understood and you may develop increased confidence in effectively communicating your experience, skills, and interest to the employer.

The **STAR** Method is an interview framework technique that may help during your next interview. **STAR** is an acronym for: **S**ituation, **T**ask, **A**ction, **R**esult.

Reflect

Take some time to practice the STAR technique. Pretend you're at an interview. Jot down your answers.

Interview Question: Tell me about a time when you had to go above and beyond in order to get a job done.

STAR Response Framework:

- **Situation:** What is a situation I faced that addresses this interview question? Describe the situation in enough detail to provide context to the interviewer.
- **Task:** What was the task I was assigned? What was the goal? What did I need to accomplish?
- **Action:** What actions did I take to achieve the goal?
- **Results:** (tie this to metrics, if at all possible). What were the end results? For example, did the situation improve? Did you learn something new that you are taking forward in future work-related tasks or experiences? Did things not improve? If the situation did not improve, what actions did you take either externally (e.g., you spoke to your manager about it) or internally (e.g., changed your perspective)?

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Put Into Practice

Now let's practice again by walking through an example together.

Interview Question

Tell me about a time when you faced conflict in a team setting.

Sample Response

Situation: A colleague/classmate and I disagreed on how best to complete a task/assignment (e.g., a research pitch or proposal).

Task: The task was to complete the project and deliver the presentation to a group of 20 colleagues, yet I quickly realized that my partner and I had different interpretations of how best to accomplish the task.

Action: Realizing that we were not on the same page, I decided to ask my colleague what pieces of the project they wanted to work on. Equipped with this information, I collaboratively delegated tasks to each of us.

Results: In leveraging each of our individual strengths, I learned how to effectively negotiate with a classmate/colleague despite initially not seeing eye to eye; we ultimately delivered the presentation successfully, resulting in [name the outcome – e.g., an A on the presentation; a green light for the project proposal by senior staff, etc.].

Your Response - Now, jot down your answers using the STAR Framework.

- Situation:
- Task:
- Action:
- Response:

Was this helpful? We encourage you to print or download our toolkits for your future reference!



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Sources

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