

The STAR Method for Behavioral-Based Interview Questions

STAR is a formula for creating your best response to behavioral-based questions. Interviewers expect you to present your thoughts and experience in this manner when a behavior-based question is asked. No need to worry, since the STAR method is no different than the basics of any story composition.

QUESTION: Tell me about a time you had to provide difficult feedback to a team member?

S	<p>Situation Set the scenario for your example.</p>	<p>“Last semester my marketing class required a group project to examine motivation. I was assigned to a group of four. We decided to look at what would motivate a customer to shift their brand allegiance.”</p>
T	<p>Task Describe the specific challenge or task that relates to the situation.</p>	<p>“Our group developed a plan to divide the work between us. However, after the first few weeks it became apparent that one team member was not completing her part of the project and she missed one of our group meetings. The rest of the group decided that we needed to reengage her.”</p>
A	<p>Action Talk about the specific actions you took to accomplish the task or address the challenge.</p>	<p>“I took the initiative to schedule a meeting with her where we discussed our interest in the project as well as her other responsibilities. After talking, it was clear that if we shifted her contributions to tasks that better fit her skills, she would most likely contribute at a higher level.”</p>
R	<p>Result Describe the results which occurred because of your actions.</p>	<p>“It turned out that the group was willing to redistribute tasks without compromising so every team member got to work on assignments that were of interest to them. In the end, we completed the project and received positive feedback from our Professor. This experience taught me the importance of addressing concerns early, taking a collaborative approach and capitalizing on the strengths of team members.”</p>

Eastin Tips:

- A quality STAR response will last 1-3 minutes.
- Be brief in your set-up. Give just enough context or background information for the interviewer to understand the situation.
- Share the actions you took to complete the task.
- When possible, highlight examples of desirable traits such as initiative, accountability, collaboration, leadership, etc.
- The action and result are critical. Everything in your response builds toward these components.
- Use the structure of the STAR acronym for guidance if you forget what you were saying or to get back on track.

