

Interview Skills: Questions and Answers – STAR (L)

During interviews, whether it is face-to-face or via communicative technologies, individuals should be prepared to answer potentially challenging questions in a descriptive and professional manner. The STAR (L) method of answering questions can help provide the basis for an impressive and compelling interview by exploring the **Situation**, **Task**, **Action**, **Result** and if relevant – **Learning** that accompanies any specific experiences you wish to outline in your responses.

Situation: Important and relevant details regarding environment, time and circumstances

Task: Main duties that were expected to be completed or fulfilled in that situation

Action: How you responded to the situation to accomplish the task

Result: Did your action produce the desired outcome?

Learning: How you could apply this to similar (or contrasting) situations in the future

The accompanying handout regarding Interview Skills lists some of the common, yet potentially confronting interview questions that individuals may struggle to answer. The following example question and response demonstrates how to use the STAR (L) model to answer such questions.

REMEMBER: Preparation is important! Try using the following example to prepare answers to other questions you may be concerned about being unprepared for.

Example Question: Can you describe a time when a project you were working on encountered difficulties?

Example Answer: During my employment at the Hospital of Laughs as a Hospital Children Agent of Fun and Toys, my key responsibilities involved interacting with child patients and encouraging laughter and happiness through the process of supplying toys for individuals. Initially when I first began employment there, I increasingly became aware that my interpersonal approach and toys were not being as effective at cheering up the children as I had originally hoped. In light of this, I decided I would spend extra time with each individual child to engage them further in conversation, and to ascertain what type of toy would be most suitable for their needs. Due to my increased interactions with the children, I quickly came to realise that in many circumstances, creating a unique toy for each child made them happier than in comparison with providing a generic, store-bought toy. After two weeks of this increased interpersonal contact with the children, children and staff members provided positive feedback regarding the elevated moods of the children. I believe that this experience in particular, taught me about the importance of understanding what your target audience would respond best to so that effective and efficient services can be provided.

Note: The above Example Answer text can be divided into the sections of the STAR (L) model as follows: [Situation] [Task] [Action] [Result] [Learning]