



STAR Template

This guide has been created to walk you through the steps of unpacking your experiences and effectively hone your skill using the STAR approach.

The STAR method is a structured manner of responding to a **'behavioural-based' or 'competency-focused' interview question**. STAR refers to: Situation; Task, Action and Result, and is a vital approach when responding to selection criteria either in a written cover letter or in an interview.

STAR enables a candidate to provide concrete examples or proof that they possess the capabilities and experiences required for the job at hand. It will see them sharing real examples of how successfully (or not) they handled situations in a previous position or role.

Tips to consider with STAR

- Remember your STAR response should provide an example, not an overview of your whole role
- Keep it simple, identify a capability/skill to focus on
- Where possible, quantify your results
- Ensure your statements reflect your work, not the work of your team

Situation

Where were you?

Describe the context within which you performed a job or faced a challenge at work. For example, perhaps you were working on a group project, or you have a conflict with a co-worker. This situation can be drawn from a work experience, a volunteer position or any other relevant event. Be as specific as possible.

e.g. While working as an office assistant in my previous role...

Task

What were you expected to do?

Next, describe your responsibility within the situation you have introduced. Perhaps you had to help your group complete a project within a tight deadline, resolve a conflict with a co-worker, or hit a sales target.

e.g. ...some of my duties were to deal with all clients including those with complaints...

Action

What did you do?

Now, describe how you completed the task or endeavoured to meet the challenge. Focus on what you did, rather than what your team, boss, or co-worker did.

e.g. I continued to act in a professional and courteous manner and always endeavoured to assist all clients. After 6 months in the role, I developed a new method of dealing with complaints with the support of my manager. (Explain the new process)

Result

What did you achieve?

Explain the outcomes or results generated by the action taken. It may be helpful to emphasise what you accomplished, or what you learned.

e.g. This resulted in a significantly lower level of formal complains and a more positive work environment.

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