

The **Q Works Group**, founded in 2002, is an executive recruiting firm specializing in placing qualified professionals. Our mission is to provide our clients with market intelligence and our proven recruiting practices for best technical fit and cultural compatibility.

Behavioral Job Interviews: STAR Response Technique

One strategy for job-seekers preparing for behavioral interviews is to use the **STAR Technique**, as outlined below.

(This technique is often referred to as the **SAR** and **PAR** techniques as well.)

S – Situation or T – Task	Describe the situation that you were in or the task that you needed to accomplish. You must describe a specific event or situation, not a generalized description of what you have done in the past. Be sure to give enough detail for the interviewer to understand. This situation can be from a previous job, from a volunteer experience, or any relevant event.
A – Action you took	Describe the action you took and be sure to keep the focus on you. Even if you are discussing a group project or effort, describe what you did -- not the efforts of the team. Don't tell what you might do, tell what you did.
R – Results you achieved	What happened? How did the event end? What did you accomplish? What did you learn?

A similar method to the STAR Method is the **SHARE Model** for responding to behavioral-based job interview questions:

S -- Situation; describe a specific situation

H -- Hindrances; identify any hindrances or challenges faced

A -- Action; explain the action(s) you took in response

R -- Results; discuss the results or outcomes from your action(s)

E -- Evaluate; explain and evaluate what you learned from the experience.



Behavioral Job Interviews: Sample Questions

1. Describe a situation in which you were able to use persuasion to successfully convince someone to see things your way.
2. Describe a time when you were faced with a stressful situation that demonstrated your coping skills.
3. Give me a specific example of a time when you used good judgment and logic in solving a problem.
4. Give me a specific example of a time when you had to conform to a policy with which you did not agree.
5. Tell me about a time when you had to go above and beyond the call of duty in order to get a job done.
6. Tell me about a time when you had too many things to do and you were required to prioritize your tasks.
7. Give me an example of a time when you had to make a split second decision.
8. What is your typical way of dealing with conflict? Give me an example.
9. Tell me about a time you were able to successfully deal with another person even when that individual may not have personally liked you (or vice versa).
10. Tell me about a recent situation in which you had to deal with a very upset customer or co-worker.
11. Give me an example of a time when you motivated others.
12. Tell me about a time when you delegated a project effectively.
13. Tell me about a time when you missed an obvious solution to a problem.
14. Describe a time when you anticipated potential problems and developed preventive measures.



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