



Behavioural interviews – the STAR method

STAR is a strategy to use in response to behavioural questions.

Behavioural or situational questions focus on your past performance in a similar situation. This technique is used by employers to evaluate a candidate's experiences and behaviours. An example is:

"Tell me about a time when you had a customer complain about their meal. How did you approach solving it? What was the outcome?"

S

Situation

Give the context of your situation

I had a customer who complained that her meal was overcooked and took too long. They were quite angry, as they were now late for an appointment.

T

Task

Explain the task you were required to complete

As a manager it was up to me to talk to the customer and try and solve the problem for them.

A

Action

Describe the specific actions you took to achieve the task

The first step was to calmly listen to them and ask questions to clearly identify the issue and make sure I was not missing anything. I then apologised and asked if they had time for a replacement meal or would prefer a refund.

R

Result

Describe the result of your actions

The outcome was a very happy customer who felt listened to and acknowledged. They took the refund and I followed up with the staff member responsible. They said they would visit the restaurant again and they did.

"Which meant that..."

"Which resulted in..."

"So that..."

"The benefit was..."

"We gained because..."

"The advantage was..."

Behavioural interview questions using STAR



Using the STAR format, have a go at answering these questions to help prepare for your interview.

- Describe a situation where you had to adapt your style of communication to suit the person you were dealing with.
- Give me an example of a time when you had difficulty communicating with a co-worker. How did you deal with this situation? What was the outcome?
- What type of written reports or proposals have you done? How have you ensured that these are timely and accurate?
- Describe a situation where you have been under stress. How did you deal with this situation?
- Tell me about a situation where you had to deal with conflict.
- Tell me about a time when you had to quickly adjust to change.
- Give me an example of how you provided good customer service.
- Describe a time when you had a negative response from a customer. How did you solve it? What was the outcome?
- Tell me about a time you had to organise your time to get your work completed. How did you organise yourself?
- Give me an example of how you solve problems.
- Tell me about an event which really challenged you. How did you meet the challenge? In what way was your approach different from others?
- Give me an example of a time you were involved in a team project/teamwork?



Check out: How to have a successful remote job interview

careers.govt.nz/articles/how-to-have-a-successful-remote-job-interview