HOW TO SHINE

Employers have found that the best predictor of future behavior and performance is a job candidate's past behavior and performance. Consequently, employers will ask job seekers to elaborate on their experiences that relate to the jobs they are seeking. These types of questions are part of *behavioral interviews.* A traditional interview question might be, "What are your three greatest strengths?" A behavioral interview question is, "Can you give me an example of how you used one of your strengths in your last job? "

The acronym STAR provides you with a guide to effectively answer behavioral based interview questions.

S = **Situation** (Describe the situation: general/specific)

T = **Task** (What needed to be done?)

A = **Action** (What action did you take?)

R = **Result** (What was the result of your action?)

Here is a sample behavioral interview question and a STAR response:

What significant problem did you solve on your last job?

S = I was working as an intern at XYZ in the advertising department of the website.

T = The visitors to our site were down by 15% and we needed to generate more visitors.

A = I reworked the site content to include additional target words for search engine optimization.

R = By optimizing the site, our visitor count went up by 29% within the month.

Write behavioral-based interview questions appropriate for these three positions.

✔ A candidate interviewing for a customer service representative:

_____

✔ A job seeker interviewing to work as a preschool instructor:

_____

✔ A person interviewing for a job you want….you fill in the job title:

_____

Use STAR to answer one of your questions.

S = _____

T = _____

A = _____

R = _____

"POLISHING YOUR INTERVIEW SKILLS CAN MEAN THE DIFFERENCE BETWEEN GETTING THE JOB OFFER AND BEING A RUNNER-UP. — DEBORAH WALKER