

How to Use the STAR Interview Response Method

At Arun District Council we want to set everyone up to succeed and to be a **STAR**.

If you are invited for an interview, we want you to feel as confident and comfortable as you can be in this situation. We want this to be a great experience for you.

Our hiring managers are trained to put you at ease, but we also wanted to let you know what you should expect.

Our interviews will be carried out by two hiring colleagues, and you will be asked a series of competency-based questions which relate to the role you are apply for and the behaviours we would want to see from all our colleagues here at Arun.

We use the **STAR** method to score the answers all our candidates provide to us in the process.

So that you can prepare in advance and put your best self forward we wanted to share with you what our hiring managers want to hear.

That way you'll be able to give an example which covers four key steps in that process.

STAR is an acronym for four key concepts. Each concept is a step you can take when answering a behavioural interview question. By following all four steps, you will have provided a comprehensive answer. The four steps referenced in the acronym are the following

Situation: 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 had a conflict with a colleague. This situation can be drawn from a work experience, a volunteer position, or any other relevant event. Be as specific as possible.

Examples to consider

- Where were you?
- Who else was involved?
- What were they doing?
- How were they feeling?
- When did this happen?
- What else was going on at this time?
- What had happened leading up to this?
- What were the (weather) conditions like?

Task: Next, describe your responsibility in that situation. 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.



Explain the task you had to complete.

- What exactly did you have to do?
- What was the problem you had to resolve?
- What was the challenge?
- What made this particularly challenging / difficult?
- Why was it important that you did something about this?

Action: You then describe how you completed the task or endeavoured to meet the challenge. Focus on what you did rather than what your team, manager or colleague did.

Describe the specific actions that you took to complete the task.

- What steps did you take?
- What was your involvement?
- What specific actions did you take?
- What lead you to act in that way?
- Can you talk me through your thoughts at the time you took that action?
- What other options did you think about before taking that specific action?
- Can you tell us why you reacted this way?
- What impact did doing that have?
- How did others respond to your actions?
- How do you think others felt when you did that?
- What did you do before that?
- What did you do next?
- What is the connection between X and Y?
- What is the link between what you are telling us and the question we asked?
- How does this relate to the question asked?

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

Talk us through the result of your efforts

- What happened as a result of your actions?
- How did it all end?
- How do you feel about the result?
- Was ... satisfied with the outcome?
- Looking back, how do you see things now?
- What, if anything would you do differently?

Tip Instead of saying, "We did XYZ," say, "I did XYZ."

If you don't have an example to the question, that's okay – just ensure you can tell us what you would do in that situation.

Good Luck, we know you will do great.

