

STAR interview worksheet



Prepare

- LISTEN to question
- THINK of an event
- Plan, ORGANIZE in 5 to 8 seconds

Remember:

- Using “think time” before answering helps you plan what you want to say.
- Be ready to tell your story! Write down **in STAR format** accomplishments that tell what you want the interviewer to know about you. Think of 4-5 answers with enough details to communicate your successes. Aim for 3-5 sentences per section of this sheet.
- Know how the interviewer will evaluate your answers—What competencies or leadership principles does the company use? What is the organization’s mission statement or value statement? (Look on their website.)

S

Situation

- Provide context & BACKGROUND
- “Our customers complained ...”

Tell who, when, what, and where—Who you were working & partnering with during this time? Where did the situation occur? When did this happen? What kind of timeframe was involved? What were the conditions? Include any data you have to illustrate the situation: “We had an average department productivity rate of 78.3%.” “There were a total of 32 safety incidents during the first three months of the year.”

T

Task

- Describe problem, & CHALLENGES
- “We faced supply chain shortage ...”

Share your role or job in resolving the situation—What were you asked to do? What problem did you face? What task did you own?

A

Action

- Explain WHAT YOU DID & how
- “We solved ...”
- “I calculated ...”

Describe the actions you took to solve the problem or bring the situation to resolution—Outline your plan; talk about the resources you used and who you involved. Explain how you took action to fix the issue. What measures or metrics did you use to gauge effectiveness?

R

Results

- State BENEFITS, savings, rewards, recognitions, etc.
- “The impact of ...”

Highlight your results—What did you achieve? How did you know your plan worked? What impacts or benefits did you see from your actions? This is where you showcase yourself by describing any awards, recognition, or promotion you received as a result of your actions. Include data or metrics to support your results: “The productivity of my department increased by 43%.” “There were 17 fewer safety incidents during the next quarter.”