



How to use the 'S.T.A.R' Method

- Choose one question and break down how you would answer this question using the S.T.A.R method.
- Match this format with the 'Interview Questions' resource to practice different responses.

Example	Talk about a time when you had to solve a conflict	Talk about a time when you gave great customer service	Talk about a time when you had a problem and had to overcome it
Situation Provide context and background Where were you, what kind of environment were you in?			
Task or Target Describe problem and challenges			
Action Explain what you did and how			
Result Was the outcome positive? What benefits did your actions provide?			