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Activity introduction

Anticipating the types of interview questions a hiring manager may ask and having answers planned out ahead of time is a great way to prepare for an interview. In this activity, you'll research or write a list of questions you might be asked during a UX design job interview. Then you'll practice possible ways you might answer each question by applying the STAR method.

After completing this activity, you'll have the opportunity to compare your work to a completed exemplar.



Step-by-step instructions

Step 1: Make a list of interview questions

Brainstorm a list of interview questions that you may be asked during a job interview for a UX design role. If you have experienced the job interview process before, consider some of the questions you encountered during that process for your practice list. Similarly, if you know someone else who has been through the UX design interview process, ask them what questions they encountered. Lastly, you may recall the questions suggested in our course video for your practice list. For this activity, you should develop at least three original questions that were not already shared with you in the course video.

Step 2: Apply the STAR method to formulate answers to your interview questions

Now, it's time to write the answers to the three original questions you collected in Step 1. A good way to formulate clear answers that address the questions being asked by your interviewer is to draw upon four important aspects of experiences you've had. This approach is known as the STAR method. STAR stands for situation, task, action, and result.



Follow these steps to apply the STAR method:

- . Begin by stating a specific situation you've experienced that relates to the question you're answering.
- . Next, relate that situation to a task that you were required to complete.
- . Then, explain the specific action you took to complete that task.
- . Finally, share the result that was achieved because of the action you took.

In our course video [Use strategies to answer interview questions](#)^[7], the presenter used the STAR method to answer the hypothetical question, "Describe a project that makes you proud" like this:

When I was working at Microsoft on the Xbox 360 as part of the design team, (Situation) I was asked to help figure out how a new concept called 'achievements' could work. Achievements were system-level rewards for meeting in-game objectives. It was a new idea that nobody had done at that point since this was 2004. (Task) I worked with fellow UX designers and product managers to design the achievement system and its user experience. Then, I worked with game designers from Microsoft Games Studios to shape and validate the idea. We iterated the design with prototypes and then tested them with

users to get the behavior and interaction models right. Then I worked with the interface designers to dial in style and feel, with the sound designers to get the sound right, and with the hardware engineers to make the lights flash on the controller. (Action) Through a lot of hard work, we enabled an Xbox 360 platform experience where gamers could meet an in-game objective and be rewarded with an achievement. Once they had an achievement, the gamer could press a button on their controller to learn more about it and accumulate trophies and points in a collection attached to their gamer profile. This became a signature experience for the Xbox 360 and introduced an interaction model that all games and consoles have since adopted. (Result)

By focusing on the STAR method's four aspects, this answer clearly and efficiently addresses the question asked! It is structured in a way that's relevant and easy to follow. Remember: While answering questions using the STAR method, be sure to give the interviewers a sense of who you are and why you're there. For instance, you might wrap up an answer by saying: "That's what I love to do the most, make the complex easy to understand." Or: "That's the type of challenge I'm searching for to grow in my career." Be well-prepared with specific points about how your unique background and experiences fit the position.

Step 3: Reflect on the completion of this activity

Be sure you've addressed the following elements in your completed deliverable.

Did you make a list of at least three original interview questions to practice answering?

Did you write down answers for all the original questions on your list?

Do all of your answers address the STAR method's four aspects: situation, task, action, and result?

Do your answers present specific points about how your unique background and experiences fit the position?

Step 4: Save your work

As you complete this activity, remember to save all of your work to your computer, a hard drive, or a Google Drive folder to ensure you have all the resources you'll need later in the course.