**STAR Responses Worksheet**

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| **Question 1:** | |
| **Situation** | Describe an experience advising and working with internal business units on security related issues. How did you meet with teams, address questions, encourage compliance, and help ensure optimal productivity? |
| **Task** | Sometimes, our customer service representatives would accidentally break internal control rules by giving out information they should not have. We would need to stop this from happening. |
| **Action** | We would take 3 steps to stop this:   1. Have a meeting with the representative that did this 2. Have a meeting with the team to ensure compliance with policy 3. Check again in a few weeks to see if these occurrences have stopped happening and do a post-mortem report |
| **Result** | Very often, this would stop the compliance issue immediately. Sometimes we would need to come up with new strategies but that was a part of the strategy if the first one failed. |
| **Question 2:** | |
| **Situation** | Describe an experience in which a security leak or other issue called for immediate response, analysis, and action. How did you organize and execute this while prioritizing and dealing with other duties disrupted by this event? What was the outcome? |
| **Task** | Once, we had a person make a video describing what they believed to be a security fault in our product. Customer service began to be inundated with calls regarding that video. We needed to ensure that our customer service agents did not say the wrong thing and those queries went to the correct party. |
| **Action** | First, we had an urgent meeting with the team regarding the video, what was said, and what they might expect on a call  Then, we advised them to take down their information and put their questions into email format, so we could have them escalated appropriately. Finally, we informed the PR team and Social Media department as quickly as possible, and stayed up to date with the latest information as the situation continued. |
| **Result** | Because of our quick action, many calls that could have been damaging to our reputation or awkward were avoided because we had a practice set in place to guide those questions to the appropriate people. When the appropriate people eventually got our forwarded requests, they were grateful that the customers were not told incorrect information, and the issue was able to be resolved much more quickly. |