

A photograph of four business professionals—two men and two women—sitting around a white table in a bright office setting. They are all smiling and appear to be engaged in a friendly discussion or interview. The man on the far left is wearing a grey blazer over a white shirt. The woman next to him is wearing a light blue blazer over a white shirt. The man in the center is wearing a light blue dress shirt and a striped tie. The woman on the far right is wearing a light blue blazer over a white shirt and has her hair pulled back in a bun.

**HOW DID YOU
HANDLE A
DIFFICULT
SITUATION?**

THIS IS WHAT I WILL COVER

- ✓ 3 things the interviewer wants to hear in your answer.
- ✓ How to structure your response to this tough interview question.
- ✓ 3 **BRILLIANT EXAMPLE ANSWERS**

EXAMPLES OF DIFFICULT SITUATIONS

- ✓ **Conflict between you and a coworker.**
- ✓ Conflict between coworkers.
- ✓ **Problems with customer service.**
- ✓ Difficulty in deciding on an idea for a team project.

What does the Hiring Manager want to hear?

1. That you took **ACTION** to resolve the problem.
2. That you **THOUGHT LOGICALLY** about the situation.
3. That you achieved a **SUCCESSFUL OUTCOME**.



**How should you
structure your answer?**

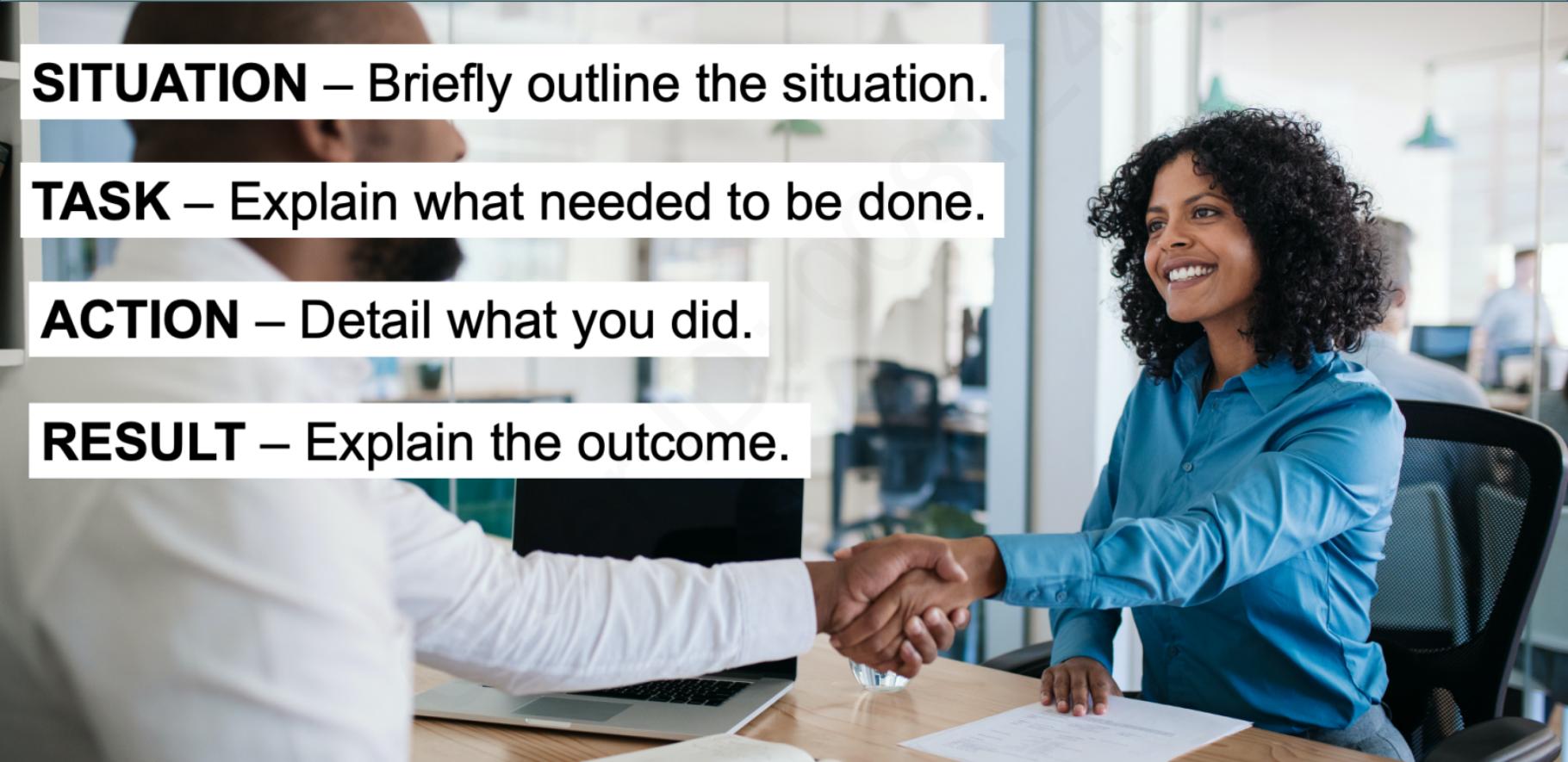
S.T.A.R TECHNIQUE

SITUATION – Briefly outline the situation.

TASK – Explain what needed to be done.

ACTION – Detail what you did.

RESULT – Explain the outcome.



Example answer #1

A BRILLIANT SAMPLE ANSWER (#1)

SITUATION: I was working as a customer service assistant and a customer entered the store to pick up a product they had ordered the previous day online. When I went to the storeroom to collect their order, somebody had mistakenly put the product back on sale and it had been purchased by another customer!

TASK: This was a very difficult situation to deal with because the customer would be understandably annoyed, and I had to find a quick solution to the problem.

ACTION: After quickly considering my options, I called another store a few miles away to see if they had the product in store. Thankfully, they did! I then explained to the customer what had happened.

I apologized unreservedly and told them I would drive over to the store myself to get the product for them. I asked the customer to come back in an hours' time, which they were happy to do so because they needed to do some more shopping in the local vicinity.

RESULT: I quickly drove over to the store, picked up the replacement product and brought it back for the customer. By being open and honest with the customer, and by thinking on my feet I was able to come up with a successful resolution.

Example answer #2

A BRILLIANT SAMPLE ANSWER (#2)

SITUATION: In my previous job, I noticed two team members were not getting along. They were constantly arguing, and their negativity was starting to have an impact on the team.

TASK: Although I wasn't their supervisor, I was concerned for the team and so I decided to intervene. This was a difficult situation because I had to use tact and diplomacy to raise my concerns.

ACTION: I was sat down next to them in the canteen one day and they started with their arguing. I asked them both how they felt their actions were impacting the team. I went on to explain that I felt they needed to sort out their differences and reach a compromise.

I then explained that the organization had set values regarding team performance and both myself and our coworkers needed them to work harmoniously together because they were valued members of the team.

RESULT: My actions clearly had the desired effect because from that day on I did not hear either of them arguing anymore.

Example answer #3

A BRILLIANT SAMPLE ANSWER (#3)

SITUATION: I was in a team meeting discussing the marketing campaign for a new product we were launching. Everyone in the team had put forward brilliant ideas that all could have worked.

TASK: However, we only had a very limited budget to work with and we had to choose just one of them.

ACTION: After careful consideration, I suggested that we shortlisted two of the ideas by a team vote, and then divide the budget equally amongst them both.

If it became apparent that one of the ideas was working better than the other one, we could stop the second idea and put all the money into the one that was working.

RESULT: Everyone in the team agreed this was a great way to solve our problem and after shortlisting two ideas, we went ahead with the product launch and one of the ideas proved to be a massive success.