

# **LESSON 8. Handouts**

The STAR Interview Response Technique

# Interview Essentials

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Watch the corresponding training video and then open an online document or use a physical notebook to complete any exercises below. Or you can input your responses directly into the PDF.





# Course Outline.

- 1. Introduction & Objectives
- 2. Preparation for an Interview
  - 2.1. Researching for an Interview
- 3. Interview Confidence
  - 3.1. Calming Nerves on the day
- 4. Mindset Shift: Don't 'Show Off', Demonstrate your Value
- 5. The Expert Approach
- 6. Types of Interview Questions
- 7. The Secret to Answering Any Interview Question
- 8. The STAR Interview Response Technique
  - 8.1. STAR Framework Example 1: "Tell me about how you worked effectively under pressure."
  - 8.2. STAR Framework Example 2: "Tell me about a time you showed initiative on the job."
- 9. When you don't have all the job requirements
  - 9.1. How I personally addressed this in an interview.
- 10. Most Common Interview Questions
  - 10.1. Tell me about yourself Dos and Don'ts.
  - 10.2. Tell me about yourself. Example 1
  - 10.3. Tell me about yourself. Example 2
  - 10.4. Tell me about yourself. Example 3
  - 10.5. Tell me about yourself. Example for a fresh graduate.,
  - 10.6. What is your greatest Weakness? Dos and Don'ts

- 10.7. What is your greatest Weakness? Example 1
- 10.8. What is your greatest Weakness? Example 1
- 10.9. What is your greatest Weakness? Example 3
- 10.10. What is your greatest Strength? Dos and Don'ts.
- 10.11. What is your greatest Strength? Example 1
- 10.12. Why should we hire you?
- 10.13. Why should we hire you? Example 1
- 10.14. Why should we hire you? Example 2
- 10.15. Why should we hire you? Example for a fresh graduate.

### 11. How to address gaps in your employment timeline?

- 11.1. How to address gaps in your employment timeline. Examples.
- 12. Questions to ask at the end of an interview
- 13. Negotiating a Starting Salary
  - 13.1. How to dodge the "what's your current salary?" question.
  - 13.2. Making the first offer
  - 13.3. What to do if they come in with the first offer and low-ball
  - 13.4. Give a salary range, but never a number
  - 13.5. Go in with leverage
  - 13.6. Don't accept right away the 24 hour rule
  - 13.7. Make silence your best friend
  - 13.8. What to do if the final offer is too low
- 14. Following up after an interview
- 15. Closing & Good Luck



# THE STAR INTERVIEW RESPONSE TECHNIQUE

This technique is the most widely used framework to help you prepare and deliver an outstanding response. It helps you create a really easy-to-follow story with a clear complication and resolution.

### 1. SITUATION

The beginning is the **Situation**. This is where you set the stage for the story and share the context. Where were you? What role was it? Who were you interacting with? What were you doing? Share all the relevant details.

For example, "In my previous role, I worked as project manager and we were under-resourced for an important deadline which was causing the entire team a lot of stress."

### 3. ACTION

Then you share the **Action** that you took. You want to explain how you h handled the situation or overcame the challenge. What did you do? How did you approach it?

For example, "I proactively reached out to stakeholders to reset expectations about when the project would be delivered, and then also set up a formal request process which included estimates in terms of timelines to better set future expectations for future projects and tasks. I also arranged for the team to have daily stand-ups to monitor progress so I could feed this information back to stakeholders."

### 2. TASK

Then, **Task**. Here's where you describe your responsibility or your role in the situation or challenge that you faced.

For example, "As project manager and team leader, it was my role to make sure the team were performing and meeting deadlines for projects and motivate them, but also to communicate capacity with other department and reset expectations."

### 4. RESULT

And lastly, the **Result**. What was the outcome you reached through your actions? How did your involvement help to resolve the situation?

For example, "Through my transparency and proactivity, I was able to successfully reset expectations and get through our existing backlog of tasks. The next quarter we actually reduced our project delivery time by 10%."

### **Lesson or Moral**

Usually the STAR framework ends here, but I want to add a 5th step. When I worked in recruitment, this was the part that really made a candidate stand out, and I've never seen it taught anywhere else. Here is were you share the **Lesson or the Moral.** What did this experience teach you? How did it help you grow as a professional? What's the moral of the story?

For example, "Experiences like this always highlight the role of a leader, which is to be proactive in resolving issues and making sure you're being a role model for the team, while also making sure you're delivering outcomes to stakeholder and maintaining relationships."

## Additional Examples

Question 1: "Tell me about how you worked effectively under pressure."

**Situation:** "In my previous role as project manager, I was working on a key project that was scheduled to be delivered to the client in 30 days."

Task: "In the first week, my supervisor advised me that we needed to shorten delivery time to have it ready in 20 days, while maintaining all other projects, which put a huge amount of pressure on the project team."

Action: "I created a competition for the team to encourage performance and provided extra support to those who needed it, so that we could complete the project for the client. Result: We were able to deliver the project in just 18 days and the client was exceedingly happy."



Question 1: "Tell me about a time you showed initiative on the job."

Situation: "Two years ago I was acting as an event coordinator, supporting the event director for an event production company. The director had an accident and was in hospital a week before a major pitch to a really high value client."

**Task:** "I took initiative and volunteered to fill in and progress the pitch preparation."

Action: "I called an emergency meeting with the team to discuss scenarios, roles of team members and who would present the pitch in the directors absence - It was agreed that I would present. I sought guidance from other senior directors, drew up a full plan of the pitch, practiced, and sought feedback, and they delivered it to the client."

**Result:** "The client was extremely impressed and we won more of their business, and I received a huge amount of positive praise from the director and the team."

**Lesson:** This experience highlights the importance of being a team player, stretching beyond your comfort zone, and importantly taking initiative when required."

Here's a template you can print and use to practice:

Situation	
Task	
Action	
Result	
Lesson	

Notes: