Behavioral Interview Questions and STAR Method

|  |  |
| --- | --- |
| ■ |  |
| ■ |  |
| ■ |  |
| ■ |  |

TEAMWORK & COLLABORATION

- Describe a time you worked effectively as part of a team.

* Capstone – Admin
  + Situation
    - In the beginning of the Capstone project during the final semester of my master’s degree our group sat down to delegate tasks. It became clear that we had solid leadership, brainpower, and understanding of the problem at hand.
  + Task
    - It became evident to me that we needed a source of admin/organization that could be relied upon to communicate in all directions: team to stakeholder, team to expert assistance, etc and vice versa.
  + Action
    - *The idea here is that I want to express my motivations to take charge of a situation where an emergent need becomes apparent.*
  + Result
    - I want to highlight how stepping up to handle administrative tasks led to smoother communication, clearer task ownership, and ultimately contributed to the project’s successful delivery. I also want to mention what I learned about team dynamics, ownership, and how small structural decisions can enable others to focus on their core strengths.

- Tell me about a situation when you dealt with a difficult team member.

* Capstone – Felix
  + Situation
  + Task
  + Action
  + Result

- Can you share an example of how you resolved a conflict within a team?

* Advance -- Sam and Marie
  + Situation
  + Task
  + Action
  + Result

PROBLEM-SOLVING & DECISION-MAKING

- Give an example of a challenging problem you faced and how you solved it.

* Undergrad Capstone – Hackathon
  + Situation
  + Task
  + Action
  + Result

- Tell me about a time when you made an important decision with limited information.

* Going back to school -- MSBA/after Tombras internship
  + Situation
  + Task
  + Action
  + Result

- Describe a situation where you had to think quickly to handle an unexpected issue.

* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
  + Situation
  + Task
  + Action
  + Result

LEADERSHIP

- Provide an example of a time you took the lead on a project.

* Fastenal -- Back Room reconfiguration
  + Situation
  + Task
  + Action
  + Result

- Tell me about a situation where you motivated others toward achieving a common goal.

* Title Boxing – pretty much any time I had to teach a class
  + Situation
  + Task
  + Action
  + Result

- Describe a scenario where you had to provide constructive feedback to someone.

* Advance – Carl
  + Situation
  + Task
  + Action
  + Result

ADAPTABILITY & FLEXIBILITY

- Describe a time you had to adapt to significant change at work.

* Sears Auto Center -- Going from Sears/Roebuck to Sears Holdings’
  + Situation
  + Task
  + Action
  + Result

- Share an example of a situation where you managed competing priorities.

* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
  + Situation
  + Task
  + Action
  + Result

- Can you tell me about a time when things didn’t go according to plan? How did you handle it?

* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
  + Situation
  + Task
  + Action
  + Result

COMMUNICATION SKILLS

* - Give an example of how you successfully persuaded someone to see things your way. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
  + Situation
  + Task
  + Action
  + Result

- Describe a situation when you had to communicate complex information clearly.

* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
  + Situation
  + Task
  + Action
  + Result

- Tell me about a time when you had to handle sensitive information.

* Vanderbilt Mortgage -- first time working in information security
  + Situation
  + Task
  + Action
  + Result

INITIATIVE & MOTIVATION

- Provide an example of a time when you took initiative beyond your responsibilities.

* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
  + Situation
  + Task
  + Action
  + Result

- Tell me about a situation where you identified a problem before it became critical.

* Advance -- Sam and Marie/Scheduling conflicts
  + Situation
  + Task
  + Action
  + Result

- Describe a goal you set for yourself and how you achieved it.

* 2016 -- Going back to school
  + Situation
  + Task
  + Action
  + Result

TIME MANAGEMENT & ORGANIZATION

- Share a situation where you managed a large workload under tight deadlines.

* Last semester of MSBA -- Deep learning, Capstone, Text mining
  + Situation
  + Task
  + Action
  + Result

- Describe a time when you effectively prioritized tasks to meet goals.

* Last semester of MSBA -- Deliverables balancing, client meetings, and coursework
  + Situation
  + Task
  + Action
  + Result

- Tell me about an occasion when you successfully organized a complex project.

* Last semester of MSBA -- Coordinating Capstone milestones with multiple stakeholders
  + Situation
  + Task
  + Action
  + Resul
  + CUSTOMER SERVICE & CLIENT INTERACTION

- Describe a situation where you went above and beyond for a customer or client.

* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
  + Situation
  + Task
  + Action
  + Result

- Can you give me an example of dealing effectively with an unhappy customer?

* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
  + Situation
  + Task
  + Action
  + Result

- Tell me about a time when you had to build or maintain relationships with a difficult client.

* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
  + Situation
  + Task
  + Action
  + Result

HOW TO APPLY THE STAR METHOD

- S (Situation): Briefly set the context.

- T (Task): Explain your role or responsibility.

- A (Action): Clearly detail the specific actions you took.

- R (Result): State the outcome and emphasize your achievements or lessons learned.

Practicing answers to these questions using the STAR format will help ensure you provide structured, clear, and compelling responses in your interview.