

The STARR Method

The STARR method is a structured manner of responding to a behavioral-based interview question by discussing the specific Situation, Task, Action, Result and Reflection of the situation you are describing.

Situation: Describe the situation that you were in or the task that you needed to accomplish. You must describe a specific event or situation, not a generalized description of what you have done in the past. Be sure to give enough detail for the interviewer to understand. This situation can be from a previous job, from volunteer experience, or any relevant event.

Task: What goal were you working toward, for example meeting a deadline?

Action: Describe the actions you took to address the situation with an appropriate amount of detail and keep the focus on you. What specific steps did you take and what was your contribution? Be careful that you don't describe what the team or group did (unless being asked about being part of a team) when talking about a project, but what you actually did. Use the word "I," not "we" when describing actions.

Result: Describe the outcome of your actions and don't be shy about taking credit for your behaviour. What happened? How did the event end? What did you accomplish? What did you learn? Make sure your answer contains positive results.

Reflection: Describe any learning taken from the experience, what would you do differently next time?

The STARR method works best with behavioral questions. Behavioral interview questions usually start with phrases like:

Tell me about a time when... What do

you do when...

Give me an example of...

Describe a time...