The STAR method of answering

When an interviewer asks you a behavioral question (based on your past performance in specific circumstances), it's useful to answer using the STAR method. This stands for **Situation**, **Task**, **Action**, **Result**. It's a way of structuring your answers to make them as compelling as possible, while also providing all the relevant information that your interviewers need to hear.

To make the most of this technique, give answers that are honest and thorough, without rambling. Give only the most relevant details to keep your answers concise—the interviewer will ask if they want more information.

Example question:

Tell me about a time when you were under a lot of pressure at work. How did you handle the situation?

Example answer:

» S **Situation - What were the circumstances? What was the challenge?** In my previous role, an important member of the team quit suddenly in the middle of a major project. We knew we wouldn't be able to hire and onboard a new team member before the project's deadline—but this was a major project for a large client, and we didn't want to lose the account.

» T **Task - What goal were you working toward?**
I was tasked with taking over their responsibilities in addition to my own to ensure the project was successful.

» A **Action - What did you do specifically to address the situation?**
I worked with my manager to deprioritize some other projects I was working on so that I could dedicate more time and effort to this account. I made myself completely available to the client, including taking calls with them some evenings to ensure they were wholly satisfied.

» R **Result - What was the outcome? What did you learn?**
The project was delivered on time and to a high standard. The client was so happy they went on to sign a larger contract with us.