STAR Method: Responding to Behavioral-Based Interview Questions

The STAR method helps to provide a framework to help you respond to questions during an interview. This is especially useful for behavioral-based questions in which the interviewer(s) want to understand how you approach various situations. This can also help to prevent rambling responses.

Situation: Sets the scene.

Task: What was your responsibility?

Action: Explain steps you took.

Result: What were the outcomes?

Example

Interviewer: "Tell us about a time when you had a disagreement with someone. What happened?"

Interviewee:

S "As a sophomore, I lived with 2 other people in an apartment. We weren't allowed to have a dog, but one of my roommates brought hers from home after a break.

T I knew that there was a good chance that we would get into trouble or even evicted if our landlord found out. I also knew that this roommate did not like to be confronted about issues in front of others, so I decided to talk to her while the two of us walked to class the next day.

A As we were walking to class, I told my roommate that I was concerned about having the dog. At first, she became defensive. I explained that we were not allowed to have dogs and that I was worried about all of us getting kicked out of the apartment. I also explained to her that with classes, work, and involvement on campus, no one would be around much to take care of and play with the dog, which wasn't fair to him. I told her that, since we only have a few months left on the lease, we could start looking for an apartment for next year that would allow us to have a dog, as long as it also worked with our schedules.

R In the end, she understood that it wouldn't be fair to the other roommates if we were all kicked out, and it also wasn't fair to the dog to be cooped up all day by itself. She agreed to take the dog back home the next weekend."