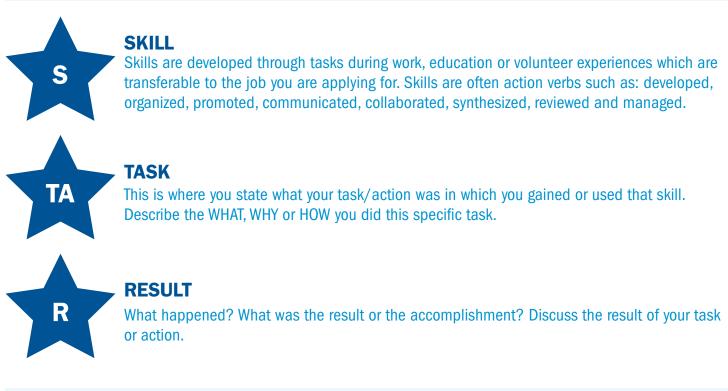
USING THE STAR TECHNIQUE EFFICIENTLY

The STAR technique is used in your resume and while answering interview questions to describe to employers your career related experiences.

RESUME



Examples of the STAR Technique in a Resume: Skill + Task + Result

Customer Service Experience:

Utilized communication and interpersonal skills to provide product knowledge, information and resolve customer concerns to ensure repeat business

- Skill Utilized communication and interpersonal skills
- Task Provided product knowledge, information and resolved customer concerns
- Result Ensure repeat business

Tutor Experience:

Modeled problem-solving skills by helping students with different learning styles and provided multiple techniques to ensure their understanding

Microsoft Experience:

Proficient at Microsoft Word, Excel, Access and PowerPoint to create spreadsheets to produce technical reports

INTERVIEW

Often in interviews, the employer will ask behavioral based questions. Behavioral questions are based around how you reacted during specific situations in your past experiences. While answering behavioral interview questions follow the STAR technique to tell the interviewer a story to explain your responses.



Examples of the STAR Technique in an Interview: Situation + Task + Action + Result

Employer Question:

"Tell me about a time when you led a team during a difficult situation."

Your Response:

Provide the interviewer with a "Success Story".

"During my time as a member of the volunteer club with over thirty members the team leader of the club unfortunately became ill and had to leave. During this time we were working on a food bank fundraiser that still needed to be planned and executed within a short timeline. I decided to take the initiative and responsibility of the leadership role. By using time management and communication skills I was able to: plan meetings, run brainstorming activities and propose our food bank fundraiser to the council for approval. After council approval we ran the event on campus; it was seen as a great success and we even increased funding by 17%. The team leader was delighted that the project continued in their absence and I have now been officially promoted to vice president of the volunteer club as a result."

Use the STAR technique to shine on your resume and during job interviews!



CONTACT INFORMATION

FOR MORE INFORMATION OR TO BOOK AN APPOINTMENT:

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