

# 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



### SKILL

Skills are developed through tasks during work, education or volunteer experiences which are transferable to the job you are applying for. Skills are often action verbs such as: developed, organized, promoted, communicated, collaborated, synthesized, reviewed and managed.



### TASK

This is where you state what your task/action was in which you gained or used that skill. Describe the WHAT, WHY or HOW you did this specific task.



### RESULT

What happened? What was the result or the accomplishment? Discuss the result of your task or action.

## 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.



## SITUATION

Start by providing **background knowledge** and context needed to understand the rest of the story you are about to tell.



## TASK

Detail the **challenge, issue, objective** or what needed to be done and why.



## ACTION

Expand on what **your actions** were to overcome the challenge and solve the situation.



## RESULT

Provide the result of your actions to give a **“positive” conclusion or result.**

### 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!